**Kari E. Kinsey**

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**Professional Profile**

* Operations Support Specialist – 11 years developed and defined business processes and procedures, assisted in implementation and provided user information for training documentation for multiple software applications including; Magic, E40 Transfers system, AK Bush Shipping system, Reverse Vending including training for the above mentioned applications. Magic, E40 Transfers system, AK Bush Shipping system software application specific to Fred Meyer.
* Meets Deadlines. Completes projects on time and assesses potential threats where re-negotiating terms may be necessary. Detail oriented; takes pride in doing an outstanding job and thrives on challenges.

1. Values Customer Service. Highly interactive with internal and external customers, setting reasonable goals and expectations.
2. Adept at handling and prioritizing multiple assignments; proven decision-making and problem solving ability; and getting tasks done in an efficient manner
3. Excellent communicator. Able to clearly express, negotiate and engage employees at all levels of the organization.
4. Team Building. Promote teamwork by sharing resources and motivating others to become involved. Ability to see the big picture, and connect the dots.
   1. Effective People Leader. Creates a non-judgmental atmosphere where team members can grow and develop.
5. Software. Highly skilled at learning and implementing new software and applications.

* Strong organizational, administrative, and practical skills
* In my sixth year as a volunteer with the American Cancer Society’s Relay for Life and my second year as the Online committee chair.

**Significant Achievements**

* Managed the Alaska Bush Ecommerce project for the Store Operations Department (AK Bush is a mail order process including website). As the subject matter expert I assisted with the development of functional business specifications to be used by technical personnel.
* I performed all end user testing, created tests to validate fixes/changes; communicating with users updates moving to production.
* Coordinated the implementation and roll out schedule.
* Participated in the development of training and communication materials and the execution of the training and support services.
* Managed the implementation of the five cent bottle deposit on water bottle project in 2009. This included meeting coordination with multiple departments, working with vendors, creating policies and procedures and following up with each department and sending out minutes for each meeting for a successful implementation.
* Thoroughly tested screens, programs, and systems, as well as prepared business deliverables such as test plans, maintaining and updating problem logs, customer support management system tickets, and wrote meeting minutes.
* Provided production and operational support for office and store users.

**Professional Experience**

**Fred Meyer August 1999 – January 2010**

***Operations Support Specialist***

* Coordinate general projects for the Operations Support Department and to ensure operations related procedures are relevant and current and store compliance with established procedures.
* RMA Coordinator/Trainer **1979-1999**
  + In store accounting and shrink control clerk with receiving back ground.
* Garden Center Order Clerk
* Order Clerk
* Cashier/Desk Clerk

**Technical Skills**

**Office Automation:** Microsoft applications: Access, Excel, Word, PowerPoint, Outlook, and Internet Explorer

Other applications: Lotus Notes, Citrix,

**Systems:** PC/Server O/S: Windows 98, Windows NT, Windows XP, Windows 2003, Mainframe Emulator, AS400

**Education and Certifications**

Business writing course from Mt. Hood Community College

Customer Service Support Management

Tivoli Service Desk Training

Franklin Covey Time Management

Information Mapping Formatting Solutions for Microsoft Word 97 and 2000 InfoMap Template

**REFERENCES**

Available upon request