

Chelsey Machin

Junior Developer & IT Administrator

Multi-talented helpdesk technician and aspiring developer with a background in social work. Self-starting career switcher that will have two full degrees under my belt by 28. Incredibly motivated to learn and grow through any means available. Customer service competent with lots of server and client-side modern frameworks and libraries including: React, Vue, GraphQL, and more. Please peek at my GitHub or portfolio for current personal projects and schoolwork.

Contact

Address

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Phone

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Email

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GitHub

[@chelseymachin](https://github.com/chelseymachin)

LinkedIn

[Chelsey Machin](#)

Portfolio

[Online Portfolio](#)

Skills

- HTML/CSS/JavaScript
- C++
- Java
- GIT
- Jira – ChangeGear
- MySQL
- Adobe Design Suite
- ZenDesk - Slack - Teams
- Microsoft Office Suite
- Customer Service
- Technical Support and Assistance

Education

University of Washington

Bachelor of Arts in Social Welfare

Western Governor's University

Bachelor of Science in Computer Science

Graduation Date: December 2021

Work History

November 2020 – Current

IT Help Desk

Burkhart Dental Supply – Tacoma, WA

- SME for all business applications; first point of contact for all IT inquiries
- Maintain ticketing system for all incoming requests and technical inventory management
- Initial troubleshooting for database, server, site, and hardware functionality
- Develop and manage interdepartmental tickets (Development tickets, Marketing tickets, etc.)
- Maintain Active Directory, mail permissions, and application permissions for 400+ employees

January 2019 – November 2020

Technical Program Coordinator

Tacoma Community College – Tacoma, WA

- Submitted and monitored technical tickets for state accounting software
- Worked with State Board of Technical and Community Colleges to help establish best business practices for new software implementation
- Trained other departments and schools on program functionality, processes, and troubleshooting
- Achieved subject matter expert recognition from SBCTCC for work in specific customer-facing module of state accounting software
- Managed all 3rd party billing and payment for student accounts
- Tracked internal spending of special/term-limited funding programs
- Interfaced with students and vendors regarding billing and software use/access

August 2017 – February 2019

Legal Assistant

LGBS, LLP – Gig Harbor, WA

- Updated company software with skip trace results
- Supported administration and research processes for civil litigation cases
- Managed all administrative tasks for firm partners and associates
- Generated leads to meet and exceed revenue goals by identifying new clients
- Answered telephone and maintained email correspondence with all clients and vendors
- Worked with court vendors to establish client guidelines