Christopher R. Kimball

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SUMMARY

IT professional with a track-record of achieving goals and providing value-added contributions. Displays energy, enthusiasm, and a desire to make positive impacts. Understands how various departments interact to drive business performance. Skilled at building relationships, effectively communicating with stakeholders, and using technology to efficiently and creatively complete tasks. Determined to achieve company goals with a comprehensive understanding Database management and Business Intelligence.

EXPERIENCE

Technical Analyst
Edmentum Inc. – Seattle, WA
10/2021 – 3/2022

- Assist client system integrations through API, LTI and SSO technologies.
- Ensure client operations are running smoothly.
- Assist operations management troubleshoot technical issues or problems with integrations.
- Deploy, manage and troubleshoot Boomi API Integrations to automate data imports.

Support Operations Specialist
Edmentum Inc. – Seattle, WA
10/2021 – 3/2022

- Assist client system integrations through API, LTI and SSO technologies.
- Ensure client operations are running smoothly.
- Assist operations management troubleshoot technical issues or problems with integrations.
- Deploy, manage and troubleshoot Boomi API Integrations to automate data imports.

Support Operations Specialist
Apex Learning Inc. – Seattle, WA
04/2021 – 10/2021

- Assist client system integrations through API, LTI and SSO technologies.
- Ensure client operations are running smoothly.
- Assist operations management troubleshoot technical issues or problems with integrations.
- Deploy, manage and troubleshoot Boomi API Integrations to automate data imports.

Support Manager
Apex Learning Inc. – Seattle, WA
02/2019 – 04/2021

- Use strong problem solving skills to identify problems and provide a timely solution to ensure customer satisfaction. If no solution is readily available or any bugs are reported I would create escalation tickets to the corresponding development teams or network engineers to get the client's problem fixed as soon as possible.
- Work closely other team members to help them with any tough questions and make sure that our support team gives consistent responses to all clients.
- Help create and co-manage private guest demo accounts for other departments in the company and any potential clients so they can gain access to the software for content review and training purposes.
- Assist other departments with additional side projects and occasional QA testing for upcoming releases when needed.

Senior Support Specialist
Apex Learning Inc. – Seattle, WA
06/2016 – **02/2019**
- Answer client phone calls and emails to answer any technical questions they have about the product and make sure they are using it properly. Provide top quality customer service in a fast paced and dynamic environment utilizing CRM software to take case notes and follow up with customers to make sure their needs have been met.
- Use strong problem solving skills to identify problems and provide a timely solution to ensure customer satisfaction. If no solution is readily available or any bugs are reported I would create escalation tickets to the corresponding development teams or network engineers to get the client's problem fixed as soon as possible.
- Help create and co-manage private guest demo accounts for other departments in the company and any potential clients so they can gain access to the software for content review and training purposes.
- Assist other departments with additional side projects and occasional QA testing for upcoming releases when needed.

Technical Support Representative
Apex Learning Inc – Seattle, WA
05/2015 – **06/2016**
- Answer client phone calls and emails to answer any technical questions they have about the product and make sure they are using it properly. Provide top quality customer service in a fast paced and dynamic environment utilizing CRM software to take case notes and follow up with customers to make sure their needs have been met.
- Use strong problem solving skills to identify problems and provide a timely solution to ensure customer satisfaction. If no solution is readily available or any bugs are reported I would create escalation tickets to the corresponding development teams or network engineers to get the client's problem fixed as soon as possible.
- Work closely other team members to help them with any tough questions and make sure that our support team gives consistent responses to all clients.
- Help create and co-manage private guest demo accounts for other departments in the company and any potential clients so they can gain access to the software for content review and training purposes.
- Assist other departments with additional side projects and occasional QA testing for upcoming releases when needed.

SKILLS
- Strong problem solving skills, able to quickly identify and resolve any problems as efficiently as possible.
- Experience using both Visual basic, and HTML/CSS to design functioning web pages.
- Highly proficient with Microsoft Office suite, and excellent Windows OS troubleshooting skills.
- Build and edit databases using SQL; understands advanced SQL queries to accomplish a wide array of tasks.
- Excellent verbal and written communication skills.

EDUCATION
Washington State University – Pullman, WA
08/2009 – **08/2013**
B.A. Business Administration, Management Information Systems
Related Coursework: Enterprise Systems Development, Database Management, Business Intelligence, Mobile App. Development

INVOLVEMENT
4 years as a Varsity Oarsman for Washington State University Men's Crew, **08/2009** – **05/2013**
- Developed team-building and leadership skills while practicing 25+ hours per week during school year.
- **2012**-**2013** Team Webmaster: Maintained and updated the team website using HTML/CSS, worked hand in hand with other the elected officer positions, coaches, and alumni.
- **2013** Pac-12 Conference Men's Rowing All-Academic 2nd team.

VOLUNTEER & COMMUNITY SERVICE
Habitat for Humanity: East Jefferson County – Port Townsend, WA
Framing Volunteer – **01/2015** – **02/2015**
Habitat for Humanity: East Jefferson County – Port Townsend, WA
Store Volunteer – **Summers of 2010 and 2011**