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# Kaitlin Chapman

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## SKILLS

HTML, CSS, Git, SQL database, written and verbal communication, Microsoft Office, time management, problem-solving, detail-oriented, hungry to learn.

## EXPERIENCE

### **Fiserv** - *Implementation Analyst*

January 2021 - PRESENT

- Coordinate and communicate professional and timely client updates regarding current implementation/support cases, including complex technical or product specifications to clients and internal teams.
- Updating and expanding in house documentation for implementation guides

### **University of Missouri Saint Louis** - *Practicum Student*

May 2020 - December 2020

- Collaborated with other students to optimize workflow and documented the process for future practicum students
- Created greater discoverability of professors' open access faculty works

### **Beatrice Public Library** - *Technology and Information Librarian*

November 2018 - April 2020

- Created, ran, and compiled monthly statistics and annual statistics using SQL and Excel.
- Wrote and edited deliverables of monthly statistics for the library board and Nebraska Library commission
- Spear-headed Maker Space by supervising, training staff and patrons on the equipment (3d printer, cnc router, laser cutter, and vinyl cutter) and software (including CAD software Blendr and tinkercad, various product-specific software, and CorelDraw)
- Wrote grant requests, updates and presented to grantmakers
- Researched and answered reference questions, with a focus on technology including Overdrive, Libby, and mobile devices
- Promoted from Front Desk Clerk to Technology and Information Librarian after one month

## EDUCATION

### **University of Missouri** - *Masters in Library and Information Science*

### **University of Nebraska Lincoln** - *Bachelors in English*