

KENNETH NELSON

EDUCATION

University of Minnesota
Bachelor of Arts, Journalism

Minneapolis, Minnesota
Graduated May 2011

WORK EXPERIENCE

University of Minnesota Recreation Center: January 2009 – May 2010

-Fitness Attendant

- Maintain cleanliness of facility while looking out for the safety of the patrons
- Monitor facility and report any irregularities to the supervisor on duty
- Supervise patrons' workouts and provide them with equipment orientations if needed

Target Corporation: November 2011 – May 2012

-Sales Associate

- Assist guests with finding merchandise
- Answer questions pertaining to the products the store carries
- Filling the shelves with merchandise in an organized fashion
- Cashiering when back-ups are needed

Wells Fargo: May 2012 – May 2013

-Teller

- Process transactions accurately for customers
- Meet sales goals set for the store and for you individually
- Provide excellent customer service to solve problems and answer questions

General Mills Federal Credit Union: May 2013 - June 2014

-Teller

- Welcome members and provide excellent service for their financial needs
- Accurately process deposits, withdrawals and, payments to and from members' accounts
- Maintain extensive knowledge of credit union products to cross-sell to members

PeopleNet: June 2014 - December 2015

-Technical Support Representative

- Provide accurate and quality responses to customers via phone and email
- Escalate issues to the appropriate departments with clear details of the issues at hand
- Participated in a focus group to improve Target Service Factor and another focus group to streamline the call center for the March to a Million
- Consistently meet goals including: customer satisfaction surveys, release time, eTrainings, quality, case data and release percentage

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Trimble (formally PeopleNet): December 2015 - Present

- Technical Operations Project Engineer - Beta

- Design and run customer validation projects
- Research new product features, functionality changes, and bug fixes
- Troubleshoot and generate root cause analysis for product issues
- Generate customer and external facing documentation
- Maintain 3rd party product knowledge

SKILLS and COMPETENCIES:

- Proficient in multiple software platforms including Microsoft Word, Excel, Outlook, SQL Server, RightNow, Centercode, Netsuite, Jira, Confluence, and Splunk
- Software and hardware troubleshooting experience
- Detailed—high level of accuracy and strong organization skills
- Excellent spoken and written communication
- Certified Customer Validation Professional