

Kimberly Amaya

Profile

Hardworking Senior Support Administrator offering 9 years of systems support and 6 months of Web Development. Efficient at problem solving and task management. Recently earned a certificate in Full Stack Web Development from UC Davis coding bootcamp. Eager to start my career as a Web Developer.

Contact

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LinkedIn:

<https://www.linkedin.com/in/kimberly-amaya-39626521b/>

Portfolio

Professional Portfolio:

<https://kimberlyamaya.github.io/krafty-kimberly/>

GitHub:

<https://github.com/kimberlyamaya>

Support Admin Skills

- Great verbal and written communication
- Detail-orientated
- Fast learner
- Complex problem solving
- Critical thinking
- Task prioritization
- Working collaboratively
- Project coordination
- Intermediate computer skills
- Microsoft Office
- SQL queries
- Staff training
- Implementation specialist

Work Experience

Senior Support Administrator

North Bay Distribution, Vacaville, CA

2018 – Current

- Tasked with learning a new system/process, creating necessary documentation, and training warehouse personnel on the new system/process.
- Implementation of the company's Warehouse Management System from start to finish.
- Outlined work plans, assessed resources, and determined timelines for projects.
- Collaborated with department Director and web development team on creating, testing, and implementing of a dashboard website for our clients.
- Made custom JavaScript changes to improve company's website using WordPress.
- Hold meetings and presentations for training our clients and for training our warehouse personnel.
- Daily system support for our clients and for our warehouse operations team.
- Efficient use of Microsoft Office including SharePoint and Teams.
- Created custom reports for clients using a web-based Warehouse Management System, VeraCore.
- Created custom labels and packing slips through a shipping software company, PROSHIP.

IT System Support

North Bay Distribution, Vacaville, CA

2013 – 2018

- Daily communication with many clients across multiple accounts via email, phone calls, video conferencing, screen share and in person meetings.
- Effectively assisted warehouse personnel with instructional support and product troubleshooting.
- Resolved helpdesk tickets within skill range in a timely manner.
- Created Standard Operating Procedure (SOPs) documents and handbooks for employees, using Microsoft Word.
- Efficient use of Microsoft Office including Excel, Word, Power Point and Outlook.

Web Development Skills

- Front-end:
 - HTML, CSS, JavaScript, jQuery, Responsive design, React, Bootstrap
- Back-end:
 - APIs, Node, Express, MySQL, Sequelize, MongoDB, Mongoose, REST, GraphQL
- Version control systems:
 - GIT, GitHub
- Requirements gathering
- WordPress Proficiency
- MVC Architecture
- Troubleshooting and testing
- Wireframing and mockup design

- Daily task management to prioritize tasks based on priority level.
- Created custom labels using WASP and Bartender.
- Created custom packing slips using RAV.
- Created custom reports for clients and management by writing complex oracle SQL queries to show data as requested.

Account Supervisor

North Bay Distribution, Vacaville, CA

2011 – 2013

- Managed daily tasks for multiple accounts.
- Delegated daily tasks to team members to optimize group productivity.
- Performed inspections of shipment contents, verifying accuracy against invoices and manifests.
- Reported discrepancies or product damages to maintain accuracy and efficiency goals.
- Performed scheduled inventory counts and supply audits.

Account Lead

North Bay Distribution, Vacaville, CA

2010 – 2011

- Communicated with clients via email and phone.
- Maintained work areas and kept organized.
- Printed orders for fulfillment.
- Selected and transported items using forklift to complete customer orders.
- Reviewed and followed pick sheets to prepare, pack and scan orders.
- Compared shipment contents with paperwork to support inventory accuracy and records management.
- Inspected returns for quality, visual assessment to know where to properly locate merchandise.

Warehouse Worker

North Bay Distribution, Vacaville, CA

2008 – 2010

- Picked products from designated locations using various tools and transferred to appropriate areas for further processing.
- Packed merchandise into boxes and containers in preparation for safe shipment.
- Scanned orders into shipping software to produce shipping labels. Applied shipping labels to containers.

- Palletized the shipping containers, applied shrink wrap and loaded onto trailer.

Education

Full Stack Web Development Certificate
UC Davis Coding Bootcamp, March 2022
Davis, CA

High School Diploma
Williams High School, June 2007
Williams, CA