

# KIMBERLY KARLSSON

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<http://kimberlyana.com>

03/27/2020

Visa  
900 Metro Center Blvd,  
Foster City, CA 94404

Dear Hiring Manager,

I'm quite the fanatic for problem solving — especially when it comes to technology. Judging from your description of what makes a great Technical Support Analyst, it seems like the rest of the team at Visa feels the same way. My ability to thrive in both technical and customer facing roles makes me the perfect addition to the support team.

My academic foundation is mainly in computer networking and data management. I'm also self-taught in technologies such as HTML, CSS, and SQL. If a position requires expertise in an area I'm unfamiliar with, I always do my best to learn quickly and thoroughly. In my current role as a Web Assistant at San Francisco State University, I gained proficiency in Drupal during my first three weeks of employment. I now maintain the functionality of over 15 departmental sites built on Drupal. The College of Health and Social Sciences website is one of many: <https://chss.sfsu.edu/>.

Beyond the technical background listed on my resume, I also have three years of experience working as a Server in high volume restaurants. In this role I assisted up to a hundred customers on a daily basis. I honed not only my communication skills, but also my ability to multi-task efficiently, work as part of a team, and solve problems under pressure. I believe that this combination of skills is especially valuable in a company where end user support and service is a priority.

I would love the opportunity to further discuss how I can contribute to Visa. Please don't hesitate to reach out via phone or email — I am readily available. Thank you for your consideration and I look forward to hearing back from you!

Sincerely,

Kimberly Karlsson

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## EDUCATION

### **B.S. Business: Information Systems**

**Graduation: 05/2020**

*San Francisco State University*

*San Francisco, CA*

- Cumulative GPA: 3.42
  - Relevant Coursework: Managing Enterprise Networks, Managing Enterprise Data, Information Security Management, IT Project Management, Building Web Applications with Open Source, Building Business Applications, Information Systems Analysis and Design
  - Organizations: President's Leadership Fellows, Information Management Systems Association
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## SKILLS

- Technical: HTML5, CSS3, Bootstrap, Responsive Design, Drupal, SQL, Photoshop, MS Office
  - Languages: Trilingual in English, Swedish, and Tagalog
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## EXPERIENCE

### **Web Assistant**

**09/2019 – Present**

*San Francisco State University*

*San Francisco, CA*

- Created and configured blocks, views, and content types for 15+ Drupal websites
- Migrated websites from WordPress to Drupal in order to streamline the user experience and establish a university wide standard for departmental sites
- Set up staging environments to verify production readiness of sites, in collaboration with Web and Accessibility Specialists, University Directors, and Department Leads
- Performed regular web content updates using HTML, CSS, and Bootstrap
- Utilized accessibility reports to ensure links, headings, and tables comply to WCAG guidelines

### **Basic Computer Skills TA**

**11/2018 – 1/2019**

*Tenderloin Technology Lab*

*San Francisco, CA*

- Instructed the low-income and homeless population of the Tenderloin in computer terminology, keyboarding, internet research, MS Office, email set-up, and navigating web applications.
- Communicated effectively in a classroom environment consisting of 10 to 20 students
- Held one-on-one tutoring sessions to increase students' understanding of the curriculum
- Assisted students in troubleshooting computer and hardware related issues

### **Administrative Assistant**

**01/2016 – 06/2017**

*City College of San Francisco Career Services*

*San Francisco, CA*

- Scheduled meetings and maintained appointment calendar for career counselors
  - Greeted guests in the office, signed them in, and directed them appropriately
  - Handled all incoming and outgoing phone and email correspondence
  - Coordinated event details and helped to organize the Spring Job Fair
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## OTHER

- Certifications: Mendix Rapid Developer, CompTIA Security+ (in progress)
- Interests: I enjoy strategy games and occasionally play in Settlers of Catan meet-ups