

Kathie Julissa Matta

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SUMMARY

Spanish speaking Project Manager and Computer Science student with 7+ years of experience. Career highlights:

- Analytical problem solver whose technical focus background pairs well with the ability to troubleshoot issues and support up to 10K+ customers.
- Meticulous attention to detail has ensured more than 50K line items, including hazardous materials and explosives were stored and disposed properly, decreasing risks and safety hazards by 60-70%.
- Effective at assessing customer and stakeholder needs, determining project resource requirements and overseeing project support for as many as 10-12 annual customer projects.

Technical Skills: Microsoft Office, Google Application, Java, Python, C, R, Tableau, CSS, HTML, SAS, PHP, Scala, SQL

Certifications: Googles Associate Cloud Engineering Certificate

EXPERIENCE

Mobile Expert/ Sales Associate, AT&T/ T-Mobile, Chicago, IL March 2022-Present

Always maintained a ten-star Exemplary Customer Service rating for providing solutions to client's needs.

- Resolved iOS and Android software issues for clients with a 99% closure rate for all tickets.
- Discussed plan and product benefits to thirty customers a day, meeting 105% of monthly sales goals average.
- Offered personalized recommendations to clients based on tastes and priorities while honoring their budget increasing client retainment by 90%.

Engineering Intern, 66Degrees, Chicago, IL May 2022 – Aug 2022

Attended over 150 hours of Google Cloud consulting meetings overseeing project managers and data engineers.

- Gained insight to Google Cloud Console, API'S/Functions, Kubernetes, Apache, and more while attending Google Cloud Associate Cloud Engineering workshops (30 hours) and Google Cloud Dev Days.
- Worked in a team to develop a project that uses BQML to improve customer sales experience. Hosting the project on GitHub. Creating and managing the sites using HTML/CSS/JavaScript.
- Engineered programs using Python to access files and data from BigQuery for data transfers.

Operations Manager, US Marine Corps, Camp Pendleton, CA Dec 2016 – Dec 2020

Assessed stakeholder and project resource requirements and managed supply support for 10K+ customers.

- Maintained spreadsheet of inventory that accounted for supplies at 30 warehouse locations, monitored expenditures, forecast customer needs, and ensured accurate stock on-hand to meet production project goals.
- Conducted in-depth process analysis and performed inspections of inventory to ensure proper, safe storage of hazardous materials; mitigated safety hazard after identifying 15K rounds improperly stored.
- Ensured 100% accountability of all inventories, research and resolve any inventory discrepancies for 50K inventory line items valued at \$500K+.
- Assessed requirements for an average of 1-2 monthly projects, communicated with stakeholders to determine scope and schedule, pulled and packaged supplies (at up to 80 lbs.) and prepared load plans for shipments of critical materials.

EDUCATION

Bachelor of Science, Computer Science

DePaul University in Chicago, IL

Feb 2018 – Present

Expected Graduation: May 2023