Kyleigh Clark

CONTACT

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SKILLS

Front End Development

User Experience

Project Management

Customer Service

Design

Critical Thinking

Strong Communication

Accountability

Creativity

Attention to Detail

Problem Solving

Time Management

Improving Efficiency

PROFILE

Exceptionally driven and creative professional looking for an opportunity to expand upon skill set and contribute within a great organization. Strong ability to effectively manage projects, work collaboratively across teams, analyze and implement issue resolution, and drive customer satisfaction. Looking to grow alongside a collaborative team of smart, curious individuals.

EXPERIENCE

Front End Developer – Implementations *at* **Backstop Solutions Group**

March 2016 – Current

Develops front-end of responsive public facing and portal client sites using HTML, CSS, and JavaScript within an Agile development environment. Modifies and maintains existing back-end Ruby code. Assists in project management of new site development and redesign of existing sites. Provides project time & cost estimates for site development and design. Effectively manages shifts in project priorities. Collaborates with UI/UX department to assist with site design requirements and specifications. Participates in project retrospectives.

Implementation Consultant *at* **Backstop Solutions Group**

March 2015 – Feb 2016

Maintained and updated HTML & CSS of client sites. Managed year-long professional service projects. Assisted with project management and execution of technical implementation tasks. Implemented and reconciled historic accounting data into Backstop platforms. Attended daily development stand ups as implementation representative.

Senior Support Analyst *at* **Backstop Solutions Group**

Oct 2014 – Feb 2015

Wrote and executed SQL queries for database troubleshooting. Worked with third party service providers and software vendors to address client needs. Developed issue workarounds within the Backstop platforms. Resolved escalated accounting and performance calculation discrepancies. Provided mentoring and guidance to the Level I Support team.

EXPERIENCE CONTINUED

Software Support *at* **Backstop Solutions Group**

Sept 2013 – Oct 2014

Corresponded with clients to assist with technical troubleshooting. Researched and diagnosed software bugs for prioritization with development team. Analyzed client feedback, feature requests, etc. and worked with development team to get features/fixes released. Evaluated and monitored support issues to provide solutions to all client requests and inquiries. Assisted clients with reconciling accounting and performance calculations.

Administrative Assistant *at* **Professional Services**

July 2012 – August 2013

Managed record keeping, inventory, and supply ordering. Assisted with payroll, employee scheduling, and benefit administration. Carried out administrative duties. Processed billing and shipping transactions.

FMLA Specialist *at* **ComPsych Corporation**

Feb 2012 – July 2012

Researched and applied Family Medical Leave Act to absence management programs. Processed an average of 75 to 100 FMLA related calls per day. Analyzed Worker's Compensation and Disability policies related to FMLA. administration.

REFERENCES

Arielle Gottlieb
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