

# Kimberly Le

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## RELEVANT SKILLS

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- Java
- JavaScript
- HTML/CSS
- JSON
- AJAX
- Node.js
- Quality Assurance
- VSCode
- Git/GitHub
- Salesforce CRM
- Microsoft Power BI/ Power Automate
- Microsoft Dataverse
- Microsoft Dynamics
- Azure DevOps

## EXPERIENCE

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**Providence Health & Service, Redmond, WA** March 2022 – September 2022

*Software Development & Quality Assurance*

- Debug 5+ workflows daily using Microsoft Power Automate ensuring correct functionality and user satisfaction to pass onto the Service Delivery team
- Develop QA documentation weekly using Excel and Portal resulting in debugging and testing User Stories
- Engineer Mission Support table daily using Microsoft Power BI and Dataverse to store employee records
- Create CT CEM Request Management Portal using Microsoft Canvas and SharePoint to grant user access request, reducing cost of licensing and consolidate Microsoft Forms from 16+ to 1

**Microsoft, Redmond, WA**

June 2021 – March 2022

*Administrative Assistant*

- Routed legal documents for wet and e-signatures to account signatories for account openings, maintenance, and KYC requests
- Coordinated with internal presenters, sales team, and executive briefing center to track engagements in CRM

**Amazon, Virtual**

*Administrative Support Associate (Trust & Safety Team)*

October 2020 - March 2021

- Launched the On Road Conduct and Safety team with the intake of telematic vehicle safety signals and the assignment of mandatory driver safety training with a focus on customer satisfied
- Verified training and email notification to ensure the completion of cases

*Human Resources Assistant (LOA Team)*

July 2020 - October 2020

- Supported regions and associates with leave related tickets
- Managed COVID related leaves by processing special grant pay
- Collaborated and communicated with the Prague Team to resolve tickets
- Analyzed calculated associates pay to ensure there are no errors

*Human Resources Assistant (CTK Team)*

May 2020 - July 2020

- Managed time and attendance to resolve, and process requested tickets such as punch corrections or pay codes
- Detected errors such as miss-punches and refunded UPT or Points were deducted incorrectly

## EDUCATION

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**Year Up / Seattle Central College, Seattle, WA**

September 2020 – September 2022

- Completed coursework in Software Development, Project Management, and Business Communications, with specialized training in Quality Assurance, including manual software testing