**Kimberly Le**

509-851-7111 • lekimberly509@gmail.com • Tacoma, WA

linkedin.com/in/222-Kimberly-Le • github.com/lekimberly17

**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**

**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**

**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