MARY KWONG

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1806 Bonita Ave.
Berkeley, CA
94709

Objective

Seeking a position as a software engineer.

Experience

Legal Administrative Specialist, Social Security Administration
Richmond, CA - April 2015-Present
- Utilize excel and rate calculation tools to correct payment amounts.
- Apply laws to verify and correct Social Security records.
- Mentor Benefits Authorizer Trainees: answer technical questions, research procedures, review/grade cases, and provide career advice to trainees.
- Assist in SPIKE calls - answer questions, help make appointments, provide assistance to beneficiaries to significantly reduce call wait times.

Student Assistant, Carlson Health Sciences Library
Davis, CA - November 2011-August 2014
- Utilized research and problem solving skills to assist students and institutions in medical research.
- Provided excellent customer service by answering questions and assisting patrons in person, via phone and email.

General Services Agency Intern, City and County of San Francisco
San Francisco, CA - June 2013-August 2013
- Reviewed applications for LBE, WBE, and MBE certification as a Contract Monitoring Department analyst.
- Coordinated and facilitated business development workshops.
- Audited firms - conducted on-site visits, performed interviews, verified documents.

Education

Bachelor of Science Statistics, Bachelor of Science Managerial Economics
University of California, Davis
Davis, CA - September 2010-September 2014

Coding Bootcamp, University of California, Berkeley Extension
Berkeley, CA - January 2019-Present

Skills

- Proficient in Microsoft Office (Word, Excel, Powerpoint, etc.).
- Experience working with R, HTML/CSS, JavaScript, MySQL programming languages.
- Ability to work under pressure, manage time effectively.