KIMMY DEITLAF

PROFESSIONAL PROFILE

Detail-oriented individual with 4+ years experience within the technical and software industry. Exceptional analytical, reporting and project management skills. Ability to quickly learn and implement new technical skills.

📞 801-860-1930

✉ mk.deitlaf90@gmail.com

🏠 Pleasant Grove, UT

EDUCATION

BACHELOR OF SCIENCE
Major: Behavioral Science
Graduated: DEC 2013:
UTAH VALLEY UNIVERSITY

BOTTEGA CODING BOOTCAMP
Graduation date: May 2020
Emphasis: Full-Stack
  - *Python*
  - *Html, CSS, SCSS*
  - *JavaScript,*
  - *React*
  - *MySQL*
  - *SQL*

KEY SKILLS

Proficient in Excel and Microsoft

Data Analysis

Problem Solving

Product management

Conflict Resolution

Leadership

Teamwork

Ability to work under pressure

Critical Thinking

Detail-Oriented

Able to adapt quickly

Interpersonal

Judgement & Decision Making

Time Management

Fluent in Vietnamese

PROFESSIONAL EXPERIENCE

CLIENT SUCCESS MANAGER
NUVI 2019 to PRESENT
  - *Manage midsize to enterprise level account*
  - *Onboarding and implementing new clients*
  - *Training clients on best practices and use case*
  - *Salesforce reporting and dashboards for internal departments*
  - *Create reports and dashboards for clients*
  - *Strategic consulting to ensure high ROI*

SOCIAL MEDIA ANALYST
NUVI 2016 to 2019
  - *Creating statistical analysis report for clients*
  - *Reviewing daily automated reports before submission*
  - *Manipulating raw data in Excel and google sheets*
  - *Manage individual workload from office and home*

RECEPTIONIST/OFFICE ASSISTANT
Employer Solutions Groups 2012-2014
  - *Excellent interpersonal skills with clients and staff*
  - *Utilizing and creating Macros and VLOOKUP for monthly reports*
  - *Secure all employment verification inquiries*
  - *Enhance productivity by assisting multiple internal departments*
  - *Answering and routing all incoming phone calls*

INTERNAL HELP DESK
Teleperformance USA 2010-2012
  - *Assist high SMB and high priority clients*
  - *Support and train frontline agents through troubleshooting*
  - *Analyze past reports to ensure quality*
  - *Collaborate with internal departments to ensure quality resolutions*

CLUBS & ORGANIZATION LIAISON
Salt Lake Community College 2009-2011
  - *Mentored club advisors and club presidents*
  - *Established a positive rapport with college faculty and staff*
  - *Organized campus activities and events*
  - *Trained incoming club advisors about rules and regulations*