

RACHEL KLINGLER

EDUCATION

BACHELOR OF ARTS, KNOX COLLEGE, GALESBURG IL, JUNE 2012

Math & Chemistry Double Major

Lincoln Scholarship Recipient

Overall GPA: 3.96/4.0 Math: 4.0/4.0 Chemistry: 3.93/4.0

SKILLS

HTML & CSS

Javascript & JQuery

PHP & WordPress Plugin Development

Git

Customer Service

Relationship Building

Technical Writing

Rhetorical Flexibility

WORK HISTORY

WEB DEVELOPMENT & SUPPORT, WEB TEAM, UNIVERSITY OF WISCONSIN SYSTEM ADMINISTRATION, MADISON, WI

August 2014-Present

- Develop WordPress themes and plugins
- Plan, test and perform WordPress version upgrades and maintain existing custom plugins
- Advise and collaborate with content owners on site design, information architecture and web writing
- Support CMS users with in-person drop in sessions, phone calls and electronic communication
- Design and teach user training sessions and write training materials
- Strategize, write and distribute ongoing user communications and CMS user guide

TECHNICAL SERVICE REPRESENTATIVE, EPIC SYSTEMS CORPORATION, VERONA, WI

July 2012-August 2014

- Provided technical support for web-based applications to software administrators at several healthcare organizations, managing multiple high-priority issues and providing strategy and guidance
- Troubleshoot and documented issues with software and developed fixes for software bugs
- Managed a team to develop customer usage metrics to guide development priorities
- Led initiative to analyze customer installation experiences and introduce improvements

PEER TUTOR, KNOX COLLEGE CENTER FOR TEACHING AND LEARNING, MATH DEPARTMENT, GALESBURG, IL

Fall 2009-Spring 2012

- Assisted Chemistry and Math students at a walk-in program and one-on-one
- Guided students through written lab reports and calculations, reviewed important concepts and homework, and helped students prepare for exams
- Completed National CARLA Level III certification with training hours, tutoring hours and an independent project