

KIMBERLY L. GARRETT

(205) 260-5641 | kimberly.l.garrett@gmail.com

LinkedIn: www.linkedin.com/in/kimberlylgarrett

GitHub: <https://github.com/she-codes404>

PROFESSIONAL SUMMARY

Technical Support Specialist. Results-driven professional with extensive experience in technical systems administration and customer support. Skilled in troubleshooting software issues and collaborating with product and engineering teams. Proficient in accounting software integrations (NetSuite, QuickBooks) to enhance operational efficiency. Committed to empowering businesses by translating technical challenges into actionable insights and delivering exceptional customer experiences.

- Troubleshooting
- Project Management
- SaaS Support
- Data Analysis
- Web and App Development
- Feedback Implementation
- Cross-Functional Collaboration
- Customer Management
- Financial Automation

TECHNICAL SKILLS

Programming Languages: HTML5, CSS, JavaScript, Python

Cloud Computing: AWS S3, AWS, GitHub Copilot ChatGPT

Software: Oracle, QuickBooks, Microsoft 365, MailChimp Blackline, TEAMS, Salesforce SharePoint, Zoom, GoToMeeting

Data Analysis: Tableau, Excel Advanced Analytics

Operating Systems: Windows 10, Mac OSX, Ubuntu, Android/iOS, Windows Server

Hardware: iMac, MacBooks, iPhone, iPad, Android/Samsung phones and tablets, Windows laptops and desktops

PROFESSIONAL EXPERIENCE

Kuehne + Nagel | Atlanta, Georgia

2022 – 2023

Sea Logistics Billing Analyst (Hybrid-Contract)

- Streamlined billing workflows, resulting in improved accuracy and reduced processing time by 80%.
- Conducted thorough analyses of billing and profitability reports, driving actionable insights that improved financial accuracy.
- Investigated and reconciled billing discrepancies, achieving a 75% reduction in errors and enhancing client trust.
- Collaborated effectively with Corporate Accounting, ensuring timely and accurate financial reporting during month-end procedures.
- Partnered with Account Managers, Global Partners, Operations, and Support Services to ensure timely billing, resulting in improved customer satisfaction and retention.

Nippon Express | Atlanta, Georgia

2021 – 2021

Ocean Import Support/ Billing Specialist (Contract)

- Demonstrated leadership in addressing and resolving complex billing discrepancies, improving client satisfaction and reducing disputes by 90%.
- Conducted daily analyses of billing, profitability, and data quality reports, leading to improved accuracy and streamlined reporting processes.
- Assisted the Ocean Import Department with order input and invoicing, resulting in faster turnaround times and increased operational efficiency.
- Spearheaded the initiative to refresh the trucking vendor database and client invoices, improving data integrity and accessibility.

GLE Associates | Atlanta, Georgia
Administrative Assistant

2019 – 2019

- Handled sensitive information, ensuring confidentiality and compliance in all communications.
- Assisted in the formulation of annual budgets, maintaining expenditure analyses that informed strategic financial decisions.
- Documented and executed functional business requirements utilizing ADP systems, enhancing workflow efficiency.
- Compiled technical program activity reports, providing valuable insights for decision-making and oversight.

Steven Winter Associates | New York, New York
Administrative Office Coordinator

2016 – 2018

- Implemented an Electronic Records Project that improved archival processes and increased departmental efficiency.
- Delivered comprehensive administrative support to multiple departments, fostering collaboration and meeting diverse needs effectively.
- Managed engineering databases and improved procedures through Document Control, resulting in streamlined operations.
- Reviewed and evaluated program content to create effective administrative policies and procedures that improved organizational consistency.

TECHNICAL TRAINING

NPower | Remote
Full Stack Developer Trainee

09/2024 – 05/2025

- Developing proficiency in building responsive and interactive user interfaces using popular front-end frameworks such as React.js, ensuring a seamless user experience across various devices.
- Mastering fundamental database management concepts and hands-on experience with MongoDB, ensuring effective storage and retrieval of data for reporting and analytics.
- Collaborating with peers on real-world projects, applying Agile methodologies, version control with Git, and participating in regular code reviews, fostering teamwork and enhancing problem-solving capabilities in a fast-paced environment.

CERTIFICATIONS AND EDUCATION

Path2TECH Full Stack Developer Program | NPower | April 2025

Business Office Administration | Lawson State Community College | Completed Coursework