Kayla O'Neal

Professional Profile

Technological proficient individual with a background of programing languages, web-development, graphic design and technical support looking to contribute skills, continue to learn new skills, and provide friendly service.

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📞 561-914-1599

Key Skills

Graphic Design
Web- Development
Technical Support
Team Player
Adaptability
Flexible
Analytical

Education

B.S Information Technology
Florida State University
Tallahassee, FL
2012 – 2016

Associate Degree
Palm Beach State College
Belle Glade, FL

Work Experience

Personal Assistant
Health and Wellness

Personal assistant at local Health and Wellness Chiropractic office. Responsibilities included:
- Answering calls, taking messages, and handling correspondence
- Maintaining and organizing patient records
- Typing and preparing office manuals and procedures
- Copying, mailing, and faxing records and documents
- Meeting and greeting patients

Bookstore Sales Clerk
Bill's Bookstore

Sales Associate at campus bookstore. Responsibilities included:
- Respond to customer questions about merchandise and policies
- Cashier duties – selling items and processing returns
- Maintain inventory – unloading boxes and taking inventory of books needed to be restocked
- Closing duties – closing registers, cleaning store, locking and securing doors

At-Home Advisor
Apple

At – Home Advisor for Apple. Responsibilities included:
- Answering customer phone calls and providing step-by-step troubleshooting help based on customer's needs
- Maintaining notes of customer correspondence – i.e. reasons for calling, steps taken to reach customer resolution, scheduling follow up calls
- Performing password resets for customers
- Scheduling appointments for customer for devices needing repairs or general Genius Bar reservations

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Technical Competences

Graphic Design
Adobe Photoshop
Adobe Illustrator
Canva
Web-Development
JavaScript
HTML
CSS
Database
SQL
Development
C++
Java

Work Experience Cont.

Resident Web-developer
The Children's Campaign

Resident Web-Developer for local non-profit. Responsibilities included:
- Updating and maintaining companies' website using custom HTML, CSS and JS
- Drafting, designing and proposing ideas and mockups for new layouts/functionalities for company website to keep website UI aesthetically pleasing and provide better user experience.
- Office duties such as copying, faxing and maintain documents
- Taking part of volunteering events such as a bike-a-thons and fundraisers

Software Analyst
General Motors

Software analyst at General Motors. Responsibilities include:
- Creating manual / automated test cases for application to ensure application quality and improve customer experience
- Reporting and documenting defects found in application and defining severity and priority for each defect
- Working closely with Requirement Analyst (RA) and Developers to go over new application functionalities that are being developed to understand functionality and scope to see how it works and how it can be tested
- Executing test cases including regression testing to test new and pre-existing application functionalities

References

RON LAUVER
IT Director at Children's Campaign
850.425.2660

Anna Navarrete
Substitute Teacher
561.449.5784