

# Kayla O’Neal

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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## Education

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

Associate Degree  
Palm Beach State College  
Belle Glade, FL

## Key Skills

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

## Technical Competences

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

## 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

### 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
- Executing test cases including regression testing to test new and pre-existing application functionalities