

**VANIDA SOMCHALEUNSOUK**  
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## EDUCATION

**Certificate, Full Stack Web Development, February 2020 - Present**

*University of Minnesota - Coding Boot Camp, St. Paul, MN*

**B.S., Recreation, Parks & Leisure Services, May 2015**

Emphasis in Leisure Planning Management

*Minnesota State University-Mankato, Mankato, MN*

## SKILLS

- Customer Experience and Engagement
- Program Management
- Problem-Solving
- Interpersonal Communication
- Teamwork
- Microsoft Office
- CRM Software (Salesforce)
- Web Development

## WORK EXPERIENCE

**Project Support Specialist, December 2017 - Present**

*Medical Products Resource*

- Research and develop web pages on surgical products on content management system, Joomla.
- Data entry in inventory to ensure the Sales Team has updated information and pricing for clients to build accurate sales quotes.
- Create new accounts, update client database and generate progress reports.

**Customer Technical Support I, August 2017 - June 2018**

*Questar Assessment, Inc*

- Selected to support a newly launched online practice application called Classroom Assessment Builder
- First point of contact resolving customer support and technical issues via phone chat and email using CRM software, Salesforce
- Worked in a cross-environment that heavily included Technical department and Program Management team

**Conference Registration Lead, March 2016 - March 2017**

*metroConnection*

- Providing customer service to conference attendees with multiple phones and email accounts
- Create edits/changes and data entry of online conference registrations and hotel block/housing management with Certain and eTouches.
- Travelling independently or with a team when staff on-site registration as needed.

**Events and Marketing Operations Intern, September 2015-March 2016**

*Mall of America*

- Assisted event staff executing large events up to 4000 attendees.
- Planned and coordinated smaller-scaled events over the holiday season; created event promotions and signage.
- Responded to calls and emails; fulfilled donation requests; organized photo/video archives.