kate.albee@outlook.com | (612)888-7434

Kate Albee

SKILLS

- C# .NET MVC Microsoft SQL Server Entity Framework React JavaScript/jQuery Bootstrap

EXPERIENCE

Total Logistics, Incorporated | Oakdale, MN

Web Developer

November 2018 - February 2021

- Made design changes and enhancements to the website. Collaborated with other developers, Quality Assurance, Product Management, and IT Support to identify and remediate bugs in code repository. Created and maintained views, functions, and stored procedures

IT Support Analyst

June 2017 - November 2018

- General IT and network support. Imaging and configuration of employee workstations. Windows and Android mobile device management. Trained users by creating how-to videos.

Loffler Companies | Bloomington, MN

IT Service Delivery Lead

July 2016 - April 2017

- Managed daily workflow for a team of 5 support engineers. Identified assignments and responsibility. Promoted awareness of client needs, priority tickets, and escalations. Advised and mentor team on best practices, client communication, and troubleshooting. Provided general IT support to over 30 clients in the Twin Cities.

Regis Corporation | Edina, MN

IT Helpline Team Lead

March 2010 - December 2015

- Responsible for a team of 12 support analysts. Coaching and training on procedural and technical issues. Managed internal knowledge database articles. Handled escalated tickets to ensure Service Level Agreements are met.

EDUCATION

University of Minnesota | St. Paul, MN *Certificate, Full-Stack Web Development* **2018**