

# Kelsey Christensen

## Technical Support Professional

B.A., M.A.

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Meticulous writer, compassionate customer serviceperson, and exemplary organizer offering skills in communication and technical support with a background in office administration, technical support, copywriting, and customer support. Passionate about education, known for rapid & reliable quality output, and curious about learning new skills and opportunities for personal and professional development.

### EXPERIENCE

#### Vermont Virtual Learning Cooperative | April 2020 - Present

Technical Support (July 2021 - Present) and Office Administrator (April 2020 - July 2021)

- Provided technical support to diverse stakeholders, resolving issues related to login, navigation of tools (e.g., Student Information System and Learning Management System), and other tech-related inquiries through a ticketed Help Desk system and tech line.
- Led usability tests with a diverse user base to redesign and enhance the organization's website for improved user experience.
- Successfully launched, integrated, and executed a data migration to transition to a new Student Information System (S.I.S.).
- Developed and delivered professional development programs to enhance educators' technical skills.
- Coordinated a regional conference, "The Online and Blended Learning Conference," for educators, facilitating knowledge exchange and collaboration.
- Produced numerous engaging social media content, email campaigns, newsletters, graphics, and website materials to effectively market the organization's mission.
- Utilized data collection and visualization techniques to monitor program success, providing valuable insights for data-driven decision-making.
- Engineered API tools to optimize the efficiency of our Learning Management System (LMS).

#### Lofts and Flats LLC | August 2019 - March 2020

Office Administrator

- Welcomed and attended to office guests and visitors with a professional and friendly demeanor, creating a positive first impression.
- Proficiently managed prospective tenant applications, ensuring accurate and organized documentation for the rental process.
- Drafted and meticulously filed leases and legal documents, maintaining precise and accessible records for legal compliance.
- Enhanced operational efficiency by developing and implementing a database of apartment vacancies, facilitating easier access for agents and upper management.
- Supervised and facilitated lease signings, ensuring a seamless transition for tenants and property owners.
- Effectively addressed general inquiries and provided outstanding customer support, contributing to high levels of client satisfaction and trust.

#### The Eagle Times | April 2018 - September 2018

Staff Writer

- Consistently authored and submitted 2 to 3 articles daily, accompanied by complementary photographs, covering the diverse Southern Vermont region. This content was featured in a newspaper dedicated to delivering hyper-local news, events, and compelling feature stories.
- Covered a wide spectrum of subjects, including local government affairs, community events, and engaging human interest stories, providing comprehensive and informative coverage for the newspaper's readership.

### EDUCATION

Master of Arts, New York University, New York, NY 2017

Bachelor of Arts, Smith College, Northampton, MA 2015

### SKILLS

Organization | Communications | Ticket Systems/Help Desk Response | Customer Service | Technical Support | Copywriting | Office Suite & Google Workspaces | Web Development | Python | Event Scheduling & Coordination | HTML & CSS | Wordpress | Canvas LMS