

# Kelly Kulpa

Address: 26764 Midway Street Dearborn Heights, MI 48127

Cell: 313.558.1047 | Email: [kellyk.illustrator@gmail.com](mailto:kellyk.illustrator@gmail.com)

My Website: [Kelly K. Portfolio](#)

## Skills

- Highly skilled with the Google Workspace and the Microsoft Suite of applications. (I.e. Docs, Sheets, Word, and Excel).
- Highly skilled with Customer Service, the Salesforce ticketing system and Heathrow (Waymo Proprietary). Along with knowledgeable of Microsoft Active Directory functions for adding users to a server, a new machine, a new or existing workgroup, and password recovery.
- Highly skilled with Website and UX/UI Design.
- Knowledgeable about several coding languages: HTML/HTML5, CSS, SQL, C#.
- Knowledgeable about several types of creative software such as Unity, Maya and The Adobe CC Suite to create Typography, Branding, Packaging, Product Advertisement, and the selling of Artwork.
- Knowledgeable about using the property software Property Boss and RealComp for property listings.
- The ability to learn quickly and understand a process or program with minimal explanation or reiteration needed.
- Experienced in problem-solving, critical thinking and explaining processes using written and visual tools for a better understanding.

## Experience

### **Cognizant (2021 – 2024)**

- Supported Waymo application services via Cognizant as a Process Analyst and was responsible for escalating incidents where the automated vehicles were not behaving within the clarified guidelines of driving on the road.
- Obtained a Tier 3 Workflow certification for the Heathrow software, evaluated the criticality of issues regarding the automated vehicles for safety and property damage relevance and was considered an SME (Subject Matter Expert) in the workplace due to the level of experience I had with that software.
- Was responsible for recording daily ticket metrics for the manager and created slide decks for presenting training information to help associates learn workflow processes along with live tutorials via screen-share. And maintained required assignments and attendance throughout the day with the Hazelnut software (Google and Waymo Proprietary).
- Performed IT support via email instruction for Google application services under Cognizant, which entailed informing and assisting companies with inquiries, troubleshooting issues within the Google Local Services and Google Business Profile applications.

## **Experience Continued -**

### **Michaels (2020 – 2021)**

- Worked as part of the replenishment team to unload delivery trucks, follow through with product audits (regarding Shrink, Product Counts and Safety), stock product and help set up and maintain seasonal product displays.
- Assisted with the general cleaning and maintenance of the store and stored additional products by organizing and sorting through them for future sales in our designated backroom area.
- Assisted customers with several inquiries regarding the products we sold, where to find them in our store and general kindness.
- Worked with our automated cashier system to scan products being sold to the customers along with packaging the items for departure from the store with the customer.

## Education

### **Wayne State University (2017 – 2019)**

- Bachelor of Fine Arts (Concentration in Graphic Design)

Achieved this degree by completing the required courses and had my finished artwork displayed in the Baltimore Gallery, located in Detroit, Michigan. This included a self created game in which you explored a small technology museum to learn more about it. I also maintained a position on the Honor Roll achieving a 3.5 GPA throughout the program.

### **Henry Ford College (2010-2016)**

- Associate of Arts (Concentration in Graphic Design)

The graduate exhibition on campus featured my artwork in addition to a few smaller exhibitions for some of my pottery artworks. Furthermore, my artwork was also featured in one of the Fall Boutiques held on campus in which I assisted customers with purchasing and packaging pottery products.

- Associate of General Studies

Completed a variety of courses for different subjects along with the required areas of study to earn this degree. Additionally, I was part of the Graphic Novel club and assisted with club activities along with my regular studies towards this degree.

## References

Available upon request