

# Roselene Gabun

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## Education

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|--|---------------------------|
| <b>San Jose State University</b><br>Management Information Systems (Exp. 2027) | Bachelor of Science (B.S) |
| <b>Year UP United</b><br>Computer Science / Application Development            | Bootcamp                  |

## Experience

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|--|---|
| <b>San Francisco Department of Elections</b><br>Logic and Accuracy Tester  | <b>Sep 2024 - Dec 2024</b><br>San Francisco |
| <ul style="list-style-type: none"><li>Performed QA testing and validation of voting equipment, detecting defects in UI/UX and documenting vulnerabilities to engineering team</li><li>Contributed to election data governance by maintaining accurate tracking and reporting documentation</li></ul> |   |

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|---|---------------------------------------|
| <b>Alameda County Registrar of Voters</b><br>Technical Specialist - Recruiting and Area Coordinator   | <b>Jan 2024 - Sep 2024</b><br>Oakland |
| <ul style="list-style-type: none"><li>Managed multiple projects and recruiting of over 160 election workers for over 20 locations across 5 cities</li><li>Led technical troubleshooting efforts, addressing over 40+ daily inquiries, assisting technical and non-technical users, and coordinating training schedules</li><li>Mitigated cybersecurity risks by identifying and closing gaps in Sensitive Personal Identifiable Information (SPII) handling within HR processes, reducing exposure to compliance violations</li><li>Provided actionable feedback on UX/UI improvements, reducing user confusion, increasing system efficiency, cutting inbound troubleshooting calls by 40%</li></ul> |                                       |

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|--|---|
| <b>LinkedIn</b><br>Software Engineer Intern  | <b>Jan 2023 - Jul 2023</b><br>San Francisco |
| <ul style="list-style-type: none"><li>Collaborated with design and product teams to develop test plans, test cases, and ramp the Generic Personalization project through the entire SDLC, enhancing marketing campaign efficiency.</li><li>Designed and optimized UI features for internal marketing tools using Ember and Play frameworks, improving user experience and increasing campaign volume by 15%.</li><li>Conducted A/B testing to identify bugs and implement UI improvements, ensuring accurate and timely information delivery to members.</li></ul> |   |

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|---|--|
| <b>UC Davis Health</b><br>Contracts Administrative Assistant III  | <b>Apr 2021 - May 2022</b><br>Sacramento |
| <ul style="list-style-type: none"><li>Developed and delivered training guides to staff and employees, providing 1-on-1 training to our end users utilizing software like Cisco Webex, Zoom, and Microsoft Teams</li><li>Managed the migration of 5,000+ contracts from paper to an electronic database, performing heavy data entry and cleanup, reducing processing time by 40%, and improving accessibility.</li><li>Supported contract specialists by streamlining requests, reducing bottlenecks by 15%, and ensuring 100% compliance with contract lifecycle standards.</li><li>Collaborated with system administrators to troubleshoot and optimize workflows, streamlining user account provisioning for 50+ users.</li><li>Managed office operations by efficiently handling all badge requests, complex calendaring, travel arrangements, event planning, supply orders, and IT hardware/software requests, resolving up to 15 IT tickets daily.</li></ul> |  |

## Projects

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|--|----------------------------|
| <b>Better Poll Working Table</b><br>Using TypeScript, improved the UI/UX and implement new features for the Poll Worker System by coding responsive table design, add better pagination, show/hide columns feature, filtering, and sorting.<br><a href="https://shadcn-ui-table.vercel.app">https://shadcn-ui-table.vercel.app</a> | <b>Jan 2024 - Mar 2024</b> |
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## Skills

### Software & Tools

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Suite, Dropbox, SharePoint, Box, DocuSign, Slack, Teams, VMware Fusion, Zoom, Zendesk, Salesforce, Cisco Webex, Microsoft Access, Compliance SAI C360 (Integrated Risk Management and Compliance)

### Technical Skills

HTML, CSS, JavaScript, XML, YAML, Ember.js, Python, TCP/IP Networking, VPN Setup, Basic Network Troubleshooting, Audio-Visual Technology Support, TypeScript

### Administrative & Support

Calendaring & Meeting Coordination, Office Supply Management, Customer Support, User Account & Access Management, Data Entry (65+ WPM, 99% accuracy), Training & Documentation, Recruiting & Onboarding, Familiarity with Labor Laws and Employment Regulation

## Interests

Language Learning, Finance, Ultimate Frisbee, Singing, Traveling