RUKIA DAUBERT

Software Implementation Specialist

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(409) 212-7849
Seattle, WA

PROFILE

I am a Software Implementation Specialist with over two years of experience in the software industry. I have a proven track record of successfully implementing software solutions for clients and ensuring they are able to use them in the most efficient and effective way possible. My technical skills include extensive knowledge of software development, integration, and support. Additionally, I possess strong interpersonal skills and the ability to build strong relationships with clients. I have a passion for helping clients understand and leverage technology to reach their business goals.

LINKS

linkedin.com/in/rukiadaubert

SKILLS

Project Management

Technical Writing

Software Testing

Troubleshooting

User Training

Documentation

Data Analysis

LANGUAGES

English

Indonesian

EMPLOYMENT HISTORY

Senior Software Implementation Specialist at Accenture, WA

Dec 2022 - Present

- Successfully implemented a software solution for a major client in Accenture, WA. This project led to a 20% increase in customer satisfaction and a $1M cost savings for the client.
- Developed a custom software integration solution for a client in Accenture, WA that improved operational efficiency by 15%, resulting in a $500K savings for the client.
- Designed and implemented a cloud-based software system for a client in Accenture, WA that improved data security and reduced customer service costs by 10%, resulting in a $750K savings for the client.

Software Implementation Specialist at Microsoft, WA

Aug 2021 - Nov 2022

- Developed a software solution to reduce manual effort by 25%, resulting in an increase of operational efficiency by 20%. This solution was implemented across Microsoft's WA offices and resulted in a total cost savings of $300,000.
- Led a team of 15 employees to successfully implement a new data management system, resulting in a 50% reduction in data entry errors.
- Developed a comprehensive training program for end-users of the new software system, resulting in a 95% user adoption rate within the first month of deployment.

EDUCATION

Bachelor of Science in Software Implementation at Seattle Pacific University, WA

Sep 2017 - May 2021

Relevant Coursework: System Analysis and Design, Data Structures and Algorithms, Software Architecture and Design, Web Design, Database Administration.

CERTIFICATES

Certified Software Implementation Specialist (CSIS)

Jul 2021

Certified Professional in Software Deployment and Integration (CPSDI)

Mar 2020

MEMBERSHIPS

Association for Computing Machinery (ACM)