Loren Kelley

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| Education | Spelman college, atlanta, Ga Graduation: May 2018  B.A Political Science concentration international relations/ Minor Public Health  Study Abroad: Heilongjiang University, Harbin, China |
| Experience | Athenahealth, atlanta, GA Client Service Analyst **|** June 2017- December 2017   * Provided IT technical phone support to mid-level and upper level management enterprise end users for a cloud based Electronic Health Record system, including troubleshooting, sever support, and customer service * Exceeded department metrics by maintaining a 15% above average client satisfaction in post call surveys, used deep compassion and listening skills for best customer experience * Managed and updated phone and online tickets for clients in CRM (salesforce), enabling a timely resolution of inquiries; Maintained confidentiality and HIPPA compliance  Georgia Department of public health (GDPH), Atlanta, GA Office of Science Research and Academic Affairs Intern | May 2016 – January 2017   * Developed/distributed 60+ surveys and analyzed results to construct a detailed analysis of the effectiveness of academic programs ran by the GDPH * Analyzed qualitative /quantitative survey results that revealed gaps and inconsistencies in perceptions of academic programs from sponsors and participants * Researched and identified development opportunities to ensure both sponsors and participants were able to successfully benefit from the academic programs; Created PowerPoint presentations to present findings to supervisors and colleagues  United States department of health and human services (HHS), Washington, D.C. Administration for Children and Families Intern | September 2015 – December 2015   * Designed and complied the 2015 Pacific Region compendium (published by HHS in 4/29/16) consisting of 100+ grantee impact and evaluation forms, that focused on the grants as well as training and technical assistance provided in the Pacific Region * Created excel spreadsheet and used it to track project location, award amounts, and points of contact to aid staff in accurately locating key information for grantees * Assisted with administrative duties such as meeting logistics, photocopying, and filing documents  Pinkberry, Washington, D.C. Team Lead| June 2012- August 2014   * Assisted in the planning and implementation of promotional campaigns to drive sales, sales increased leading to the highest grossing store in the District of Columbia * Trained new employees (typically 2-4) on standards, rules and regulations, and products to ensure they were well equipped to interact and serve customers * Maintained high standards of customer service during high-volume fast paced operations; resolving customer complaints and answering questions promptly and professionally * Communicated with team members on shop performance and provided feedback for further shop improvements |
| Skills | **Key Skills**  Time management, adaptability, effective written and verbal communication, flexibility, and ability to multi-task, and work independently and with a team  **Software/Tools**  STATA, Google Analytics, Microsoft Office Suite (Excel, PowerPoint, and Outlook), Adobe Photoshop, Adobe Illustrator, CRM (Salesforce), WebEx, Canva, Social Media (Twitter, Instagram, Facebook) |
| Relevant courseWork | Data Analysis and Research Methods and Data Analysis and Research Methods II |
| Leadership | **Executive Board Member (Creative Director), Beyond Curves**   * Created marketing materials and publicized events through social media leading to increased attendance at organizational events (panels, workshops, and general body meetings) throughout the academic school year * Strategized with team to design and implement visual displays for organizational events that gained attention across three different campuses   **Volunteer, H.O.W.W(Helping Our Women Warriors)**   * Tutored students at Coretta Scott King Leadership Academy for History and English, improved their mastery of content and improved their overall success and performance |