> " I am determined to lead with integrity and deliver exceptional results for my team. "

Karissa Herns

About Me

I have a solid foundation in data analytics, visualization, and data manipulation. I have experience with programming and querying using Python and SQL, and have expertise in data cleaning, wrangling, and preprocessing for accurate analysis.
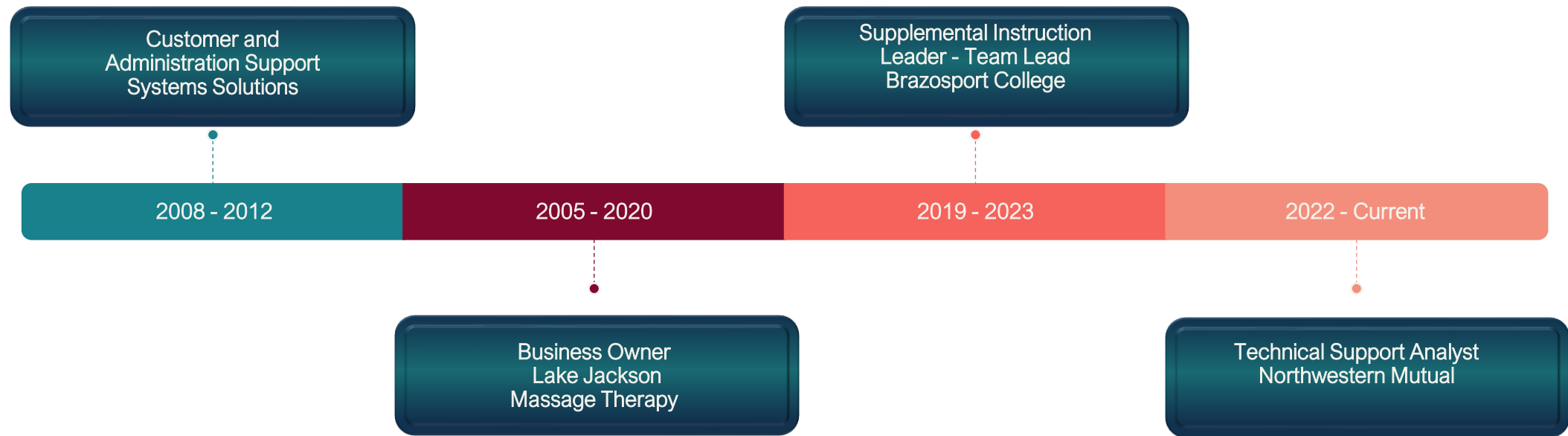
I believe that learning is never complete and am passionate about training others using diverse methods.

I am committed to cultivating a positive and inclusive work environment, promoting teamwork and cross-functional success through relationship-building.

Experience

Customer and Administration Support Systems Solutions

Supplemental Instruction Leader - Team Lead Brazosport College

2008 - 2012	2005 - 2020	2019 - 2023	2022 - Current

Business Owner Lake Jackson Massage Therapy

Technical Support Analyst Northwestern Mutual

Karissa Herns

Northwestern Mutual®

83.7%

FIRST CALL RESOLUTION RATE

100%

CUSTOMER SATISFACTION RATE

389

AVERAGE TICKETS SOLVED MONTHLY

Technical Support

Training

Leadership

Projects

Karissa Herns

TECHNOLOGY SUPPORT ANALYST
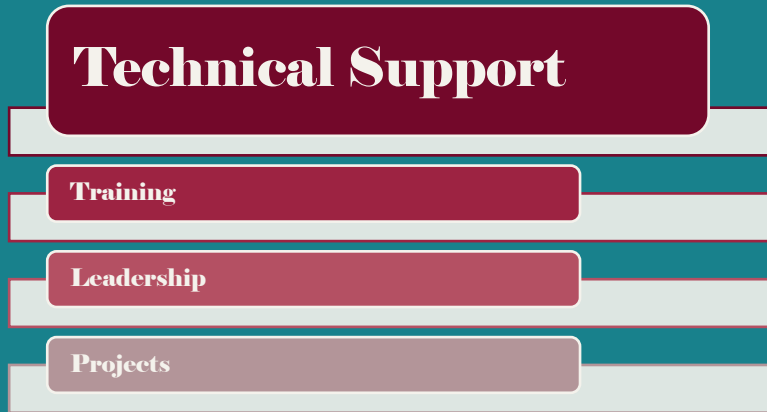
Technical Support

- Training
- Leadership
- Projects

FIRST CALL RESOLUTION RATE

83.7%

CUSTOMER SATISFACTION RATE

100%

AVERAGE SOLVED TICKETS PER MONTH

367

Primary Role – Technical Support

- Take calls and chats from internal customers to resolve technical issues.

- Translate high level technical issues to non-technical end users.

- Utilize identity management tools to assist users with account issues

- Application support for over 1500 applications.

- Utilize Zendesk and ServiceNow for ticketing and device management

Karissa Herns

TECHNOLOGY SUPPORT ANALYST

Northwestern Mutual

- Technical Support
- **Training**
- Leadership
- Projects

FIRST CALL RESOLUTION RATE

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CUSTOMER SATISFACTION RATE

100%

AVERAGE SOLVED TICKETS PER MONTH

367

Training

- Within four months, advanced to float trainer providing support to trainee analysts via Slack.

- Within six months, progressed to one on one support, listening to live calls and answering questions in real time maintaining high quality service for customers.

- Within 10 months, began running debrief sessions to reinforce training.

- Continuously empowered new analysts to bring up concerns and clarify processes. Assisted with 6 training classes and over 40 analysts over the last year.

Karissa Herns
TECHNOLOGY SUPPORT ANALYST

- Technical Support
- Training
- **Leadership**
- Projects

FIRST CALL RESOLUTION RATE
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CUSTOMER SATISFACTION RATE
100%

AVERAGE SOLVED TICKETS PER MONTH
367

Change Management Process

- Monitored and studied upcoming changes that could present problems and incidents.

- Decreased incident impact by proactively developing workarounds for possible issues presented due to changes.

Team Morale

- Increase overall team morale by leading team building initiatives.

- Started book club and organized weekly polls to increase comradery and sense of belonging.

- Discretely reached out to newer analysts, or those who seem to be isolated, to ensure everyone feels as though they are supported and included.

- Organized a leadership T-Rex costume relay race.

Karissa Herns

TECHNOLOGY SUPPORT ANALYST
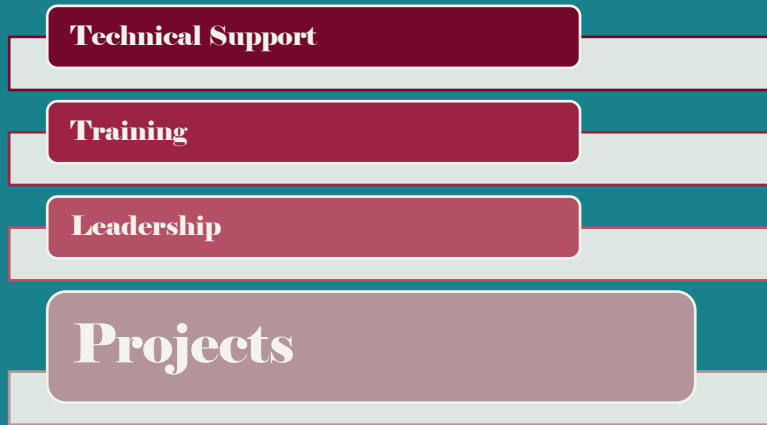
Technical Support

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FIRST CALL RESOLUTION RATE

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367

Data Analysis Projects

- Cleaned and transformed call center data using data flows, Excel, and Power BI.
- Analyzed based on specifics requested, such as calls with hold times exceeding five minutes over a period of time.
- Cleaned data using Excel and Python, and analyzed chat data using Python from last three years to perform machine learning and predict future chat volume.
- Fed new information into Power BI to create dashboards.

AI Training Project

- Joined small subset of analysts that started the AI project by identifying hundreds of key words for AI training.
- Performed specific ticketing procedures for AI model development.
- Strengthened AI performance by reporting AI anomalies and suggested improvements that would increase ticketing efficiency.

End User Testing Project

- Selected to participate in the end user testing for a companywide mobile workforce management application.
- Performed requested tests and met with engineers and trainers to provide feedback and make requests from an employee standpoint that will enhance the employee experience, ultimately leading to increased productivity.

Tools

Ranked 90 on the Fortune 500 list in 2022, Northwestern Mutual is the largest life insurance company in the Unites States. The company provides fiduciary and fee-based financial planning, investment management and advisory services.

Investment products and retirement plans are offered through NM Investment Services, and NM Investment Management Company. For several years, Northwestern Mutual has been ranked number one for the financial soundness, quality of products/services and use of corporate assets categories.

Identity Management	Device Management	Ticketing and Information Management	App/Device Support	Frequent Methods
Active Directory	ServiceNow	Zendesk	Windows	Updates, .bat scripts, registry modifications, command line and PowerShell commands
ESOM: Enterprise SignOn Maintenance	System ID Administration	ServiceNow	Mac	Terminal commands, update certificates, self service
EIM: Enterprise Directory Utility	Intune Azure	Confluence	VMware, VMware Horizon, vSphere	Updating VMware tools, evaluate device needs
CA IDAM: CA Identity Management	JAMF	SharePoint	MS 365, Outlook, OneDrive, and SharePoint	Repair, rebuild profile, configurations and settings, sync issues
Ansible	SCCM	CIC	Global Protect	Certificate refresh, repair, reinstall, DNS configuration
MFA Administration Portal	Splunk	Five9	Proprietary Underwriting Platforms	Troubleshoot based upon specific needs
Cyberark	Crashplan	Bomgar Remote Support	Pershing NetX360	Software repair, reinstallation, meticulous profile investigation
CDM SCFI		Remote desktop Support	Proprietary CRM and Application connection portal	Basic browser troubleshooting and data input investigation

Karissa Herns

TEAM LEAD - SUPPLEMENTAL INSTRUCTION LEADER

Brazosport College

Develop and Facilitate Sessions

Program Promotion

Data Management

Leadership

GRADE POINT IMPROVEMENT FOR PROGRAM

GRADE POINT IMPROVEMENT FOR MY STUDENTS

0.89%

1.20%

Develop Materials and Facilitate Sessions

- Develop targeted learning materials for high risk courses in the life sciences.

- Determined specifics of material through analysis of course content and communication with both instructors and students.

- Established supplemental learning session schedule by prioritizing attendance and optimized course schedule relevance.

- Provided supplemental instruction via in person and online venues, developing materials for both delivery methods.

- Utilize LMS to manage learning materials and communication.

Karissa Herns

TEAM LEAD - SUPPLEMENTAL INSTRUCTION LEADER

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Develop and Facilitate Sessions

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GRADE POINT IMPROVEMENT FOR PROGRAM

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1.20%

Communication

- Regularly communicate with instructors to gauge student needs and modify as needed.

- Conduct outreach to improve student engagement and performance.

- Communicate program function and needs in cross-functional meetings across organization.

Presentations

- Presented at Student Success Conference on the efficacy of using mindfulness techniques in the classroom to improve student performance.

- Presented SEL (social emotional learning) methods to instructors.

- Presented information and led training sessions for new and returning team members.

Karissa Herns

TEAM LEAD - SUPPLEMENTAL INSTRUCTION LEADER

Brazosport College

- Develop and Facilitate Sessions
- Program Promotion
- **Data Management**
- Leadership

GRADE POINT IMPROVEMENT FOR PROGRAM

0.89%

GRADE POINT IMPROVEMENT FOR MY STUDENTS

1.20%

Data Management

- Input student attendance in data management system.

- Managed attendance, participation, learning material records for reporting purposes.

- Created reports for analysis of performance trends related to attendance and engagement to inform program improvements.

Data Analysis

- Processed and prepared data for reports on program efficacy in preparation for annual BUR report for dean, director and board of regents.

Document Management

- Migrated and organized team knowledge base from a shared network drive to SharePoint site. This led to improved team performance and onboarding processes by decreasing access issues encountered by VPN functionality.

Karissa Herns

TEAM LEAD - SUPPLEMENTAL INSTRUCTION LEADER

Brazosport College

Develop and Facilitate Sessions

Program Promotion

Data Management

Leadership

GRADE POINT
IMPROVEMENT
FOR PROGRAM

GRADE POINT
IMPROVEMENT
FOR MY STUDENTS

0.89%

1.20%

Leadership

- Acted as interim program coordinator for eight months during leadership transition.

- Spearheaded hiring initiatives, including recruiting, screening, and interviewing new SI Leaders.

- Performed observations and provided constructive suggestions for improvement and education.

- Handled semester scheduling based on availability of support and department needs.

- Developed and implemented program marketing strategies such as the Midterm Meltdown event held each semester.

- Monitored SI leader communications with students.

Brazosport College is a community college serving the Brazosport area.

Brazosport College offers academic preparation for four-year colleges, technical-vocational-occupational training, and continuing education courses.

The college has a robust and competitive nursing program as well as EMT training and has a heavy focus on industry specific occupations for nearby chemical and oil refineries.

The college is accredited by the Southern Association of Colleges and Schools, and courses and programs in technical and vocational education have been approved by the Texas Education Agency. Brazosport College also grants associate degrees or certificates to vocational students.

Tools and Skills

Learning Management and Teaching	Data Management and Reporting	Administration
LMS: D2L	TutorTrac	Outlook, GroupMe, D2L communication
Google Classroom	Excel	SharePoint and OneDrive
Web based platforms: Quizlet, Kahoot, Google Slides & Docs etc...	JotForm	Time-Management and scheduling
Microsoft Office 365	Peoplesoft	Adaptability, attention to detail and problem-solving

Karissa Herns

CUSTOMER SERVICE

TECHNICAL SUPPORT

BUSINESS OWNER

Lake Jackson Massage Therapy

CUSTOMER SUPPORT ADMINISTRATION

Systems Solutions

Customer Relationships

Business Administration

Data Management

Strategy

Karissa Herns

BUSINESS OWNER

CUSTOMER RELATIONSHIP

Customer Relationships

Business Administration

Data Management

Strategy

Lake Jackson Massage Therapy

Customer Service

- Sole point of contact for client interactions including first contact and follow up communications.

- Provided massage therapy services, specializing in sports and injury healing.

Systems Solutions

Technical Support

- Provided deskside support including installing new software and ensuring seamless integration with existing systems and processes.

- Empowered clients to effectively utilize software and maximize their productivity by providing end-user training.

Karissa Herns

BUSINESS OWNER

CUSTOMER RELATIONSHIP

Customer Relationships

Business Administration

Data Management

Strategy

Lake Jackson Massage Therapy

Business Management

- Maintained up to date certifications and licensure.

- Conducted business process assessments to identify areas for improvement.

- Developed new processes for the successful management and execution of new services. Oversaw business accounts, employing strategic approaches to minimize tax liability and ensure financial compliance.

Systems Solutions

Administrative Support

- Managed consultant workflows to promptly escalate and resolve issues.

- Ensured compliance with service level agreements (SLAs) and followed up with consultant to guarantee timely solutions.

Karissa Herns

BUSINESS OWNER

CUSTOMER RELATIONSHIP

Customer Relationships

Business Administration

Data Management

Strategy

Lake Jackson Massage Therapy

Data Management

- Maintained client data in Access database.

- Pulled client birthdays for promotions.

Systems Solutions

Data Management

- Ensured data stability by maintaining databases using Microsoft Access and Excel.

Karissa Herns

BUSINESS OWNER

CUSTOMER RELATIONSHIP

Customer Relationships

Business Administration

Data Management

Strategy

Lake Jackson Massage Therapy

Business Strategy

- Employed strategic approaches to minimize tax liability and ensure financial compliance.

- Stayed up-to-date with current trends in the local market by searching competitor offerings and surveying clients.

- Increased visibility by hosting annual event "Sip and Shop" for local vendors to sell their products and services with 20+ vendors in attendance.

Tools and Skills

Upon obtaining my massage therapy license, I established Lake Jackson Massage Therapy. I operated the business as a sol proprietor, serving over 500 clients in my community over the course of 15 year. I specialized in sports and injury massage, but received training in over 20 different modalities during while operating.

Systems Solutions was a systems administration consulting firm launched by Zephyr properties. Systems Solutions provided networking and system services for small and family owned businesses in the Brazosport area.

Data Management and Reporting	Administration
Excel	Outlook
Access	Phone
SQL	Time-Management and scheduling
QuickBooks	Adaptability, attention to detail and problem-solving

"I believe in constantly learning and growing."

Karissa Herns

Education

Brazosport College

Associate of Arts

University of Houston Clear Lake

Bachelor of Science
- Psychology

Western Governors University

Bachelor of Science
- Data Management and Data Analytics

Relevant Coursework

Project and IT Management

- Business of IT – Application

- Data and Information Governance

- Business of IT – Project Management

- IT Leadership Foundations

Data Analysis

- Data Structures and Algorithms

- Data Wrangling

- Data Analytics

- Data Visualization

- Data Management and Analytics Capstone

Programming Languages

- Version Control (Git)

- Introduction to Programming in Python

- Scripting and Programming (C++)

- Data Analysis with R

- Machine Learning (Python)

Western Governors University

Relevant Coursework

Research

- Writing for the Social Sciences (original research)

- Nonexperimental Methods and Statistics

- Experimental Methods and Statistics

Psychology

- Social Psychology

- Psychological Thinking

- Theories of Society

- Theories of Personality

- Critical Inquiry

- Ethics

University of Houston – Clear Lake

Relevant Coursework

IT Courses

- Visual Basic I & II

- C++ I & II

- Intro to Database

- Excel

Miscellaneous

- Healthcare Law and Ethics

- Communication for Health Care Professionals

- Teaching as a profession

- Management and Organizational Behavior

Brazosport College

Example code written in R to visualize the top start stations of a bike share program by city.

```r
# Calculate the counts of start stations by city
start_stations_counts <- ss_merged_df %>%
    group_by(City, Start.Station) %>%
    summarise(Count = n()) %>%
    filter(!is.na(Start.Station) & Start.Station != "") %>%
    arrange(City, desc(Count))


# Select the top three start stations for each city
top_start_stations <- start_stations_counts %>%
    group_by(City) %>%
    top_n(n = 3, wt = Count)

# using ggplot to chart the top three start stations in each city
ggplot(top_start_stations, aes(x = City, y = Count, fill = Start.Station)) +
    geom_bar(stat = "identity", position = "dodge") +
    geom_text(aes(label = Count), position = position_dodge(width = 0.9), vjust = -0.5, color = "black", size = 3) +
    labs(title = "Top Three Start Stations by City",
         x = "City",
         y = "Count") +
    theme_minimal()
```
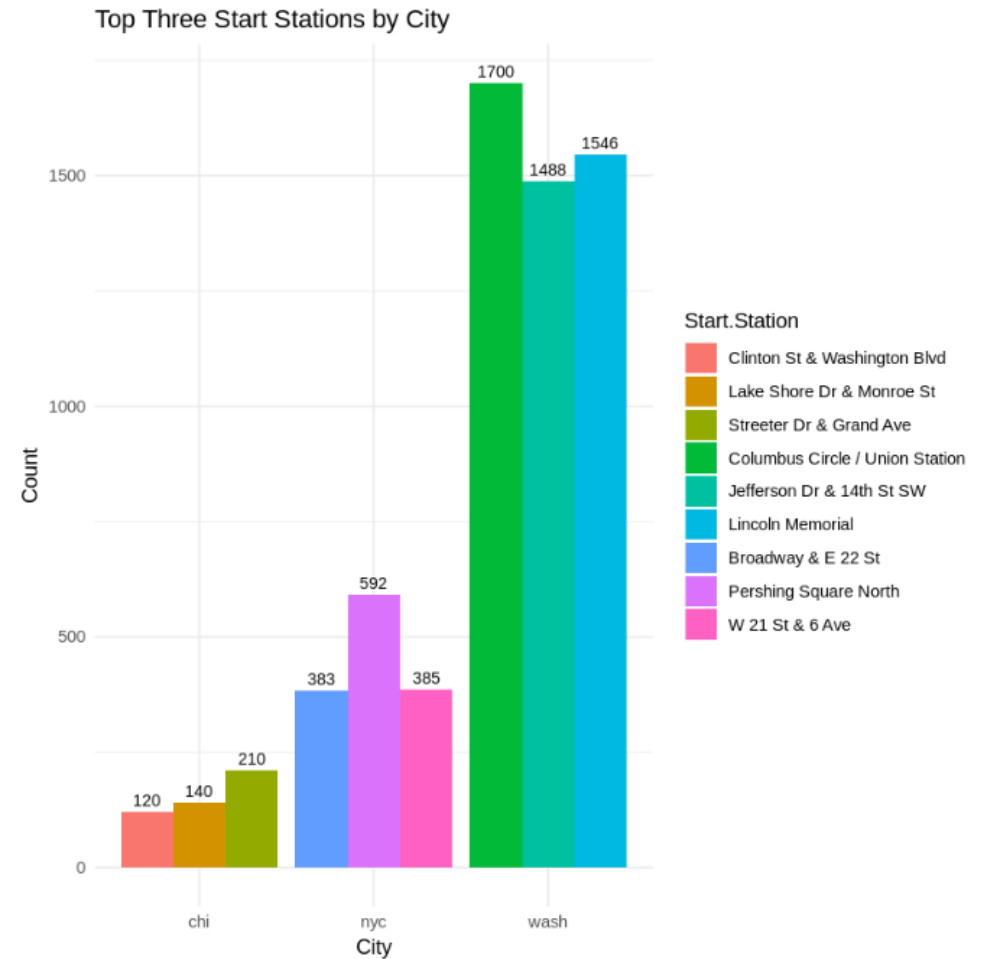
Example code written in Python
to analyze movie revenue.

```python
#Which genres average the greatest difference between revenue and budget?
#Calculate the net profit for each genre

gd = dfa.filter(['genres', 'budget', 'revenue'])

#calculating net
gd['net'] = gd['revenue'] - gd['budget']

#grouping by genre and calculating mean of net
viewnet = gd.groupby(['genres'], as_index=False).mean('net')

#working with only the genre and net
df = viewnet.filter(['genres', 'net'])

#sorting by net and highest to lowest
dfs = df.sort_values(by=['net'], ascending=False)

#formatting to show in dollars and removing scientific notation
pd.options.display.float_format = '${:,.2f}'.format
```

	genres	net
2	Animation	$196,120,336.39
7	Family	$157,162,190.30
1	Adventure	$156,508,037.14
15	Science	$121,068,186.65
8	Fantasy	$104,174,957.69
0	Action	$84,183,068.51
10	History	$78,283,960.41
18	War	$76,275,625.20
14	Romance	$73,836,632.76
3	Comedy	$52,576,575.22

Example code written in Python to analyze the correlation between movie budget and net profit..

```python
#Analyzing budget and net correlations
#Calculating and plotting budget and net with a best fit line to visualize trends between the two
sns.lmplot(x="budget", y="net", data=viewnet);
```
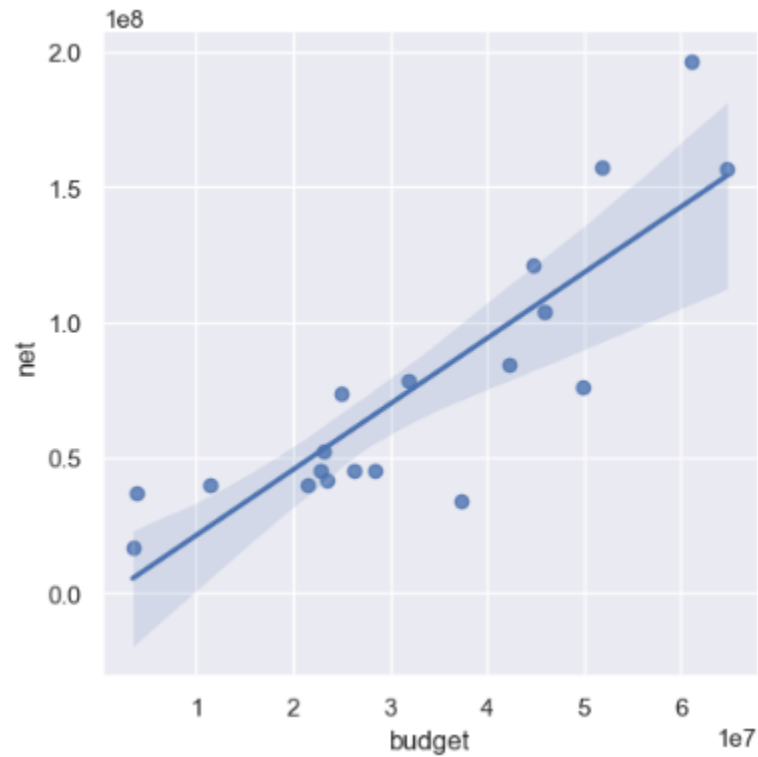
Basic SQL queries,
working with sales data.

```sql
-- Query 1: Count orders in FebSales with a 6-character orderID
SELECT COUNT(orderID) AS OrderCount
FROM BIT_DB.FebSales
WHERE LENGTH(orderID) = 6 AND orderID <> '';

-- Query 2: Count customers with orders in FebSales having 6-character orderID
SELECT COUNT(c.acctnum)
FROM BIT_DB.customers c
INNER JOIN BIT_DB.FebSales fs ON c.order_id = fs.orderID
WHERE LENGTH(fs.orderID) = 6 AND fs.orderID <> '';

-- Query 3: Find the product with the minimum price in JanSales
SELECT DISTINCT(Product), MIN(price)
FROM BIT_DB.JanSales js
WHERE LENGTH(js.orderID) = 6 AND js.orderID <> ''
GROUP BY Product, price
ORDER BY price ASC LIMIT 1;

-- Query 4: Calculate revenue for each product in JanSales
SELECT Product, ROUND(SUM(Quantity) * price) AS revenue
FROM BIT_DB.JanSales js
WHERE LENGTH(js.orderID) = 6 AND js.orderID <> ''
GROUP BY js.Product;

-- Query 5: Calculate revenue and total quantity for each product in FebSales in a specific location
SELECT Product, location, SUM(Quantity), ROUND(SUM(Quantity) * price) AS revenue
FROM BIT_DB.FebSales
WHERE location = '548 Lincoln St, Seattle, WA 98101'
GROUP BY Product;

-- Query 6: Count distinct customers and calculate average revenue for orders in FebSales with quantity > 2
SELECT COUNT(DISTINCT c.acctnum), ROUND(AVG(Quantity * price), 2)
FROM BIT_DB.FebSales fs
JOIN BIT_DB.customers c ON c.order_ID = fs.orderID
WHERE fs.quantity > 2
AND LENGTH(fs.orderID) = 6 AND fs.orderID <> ''
GROUP BY fs.orderID;

-- Query 7: Calculate total quantity of products sold in Los Angeles in FebSales
SELECT Product, SUM(Quantity), location
FROM BIT_DB.FebSales fs

-- Query 8: Display the locations in New York received at least 3 orders in January, and how many orders they each received?
SELECT DISTINCT(location), COUNT(orderID) AS OrderCount
FROM BIT_DB.JanSales js
WHERE LENGTH(js.orderID) = 6 AND js.orderID <> ''
AND location LIKE '%New York%'
GROUP BY location
HAVING OrderCount > 2;
```

```sql
-- Query 9: Calculate the number of each type of headphones sold in February
SELECT Product, COUNT(orderID) AS OrderCount
FROM BIT_DB.FebSales as fs
WHERE LENGTH(fs.orderID) = 6 AND fs.orderID <> ''
AND Product LIKe '%headphone%'
GROUP BY Product
HAVING OrderCount > 0;

-- Query 10: Calculate average amount spent by an account in February
SELECT ROUND(SUM(fs.price) / COUNT(DISTINCT c.acctnum), 2) AS Average_Spent
FROM BIT_DB.customers c
JOIN BIT_DB.FebSales fs ON c.order_id = fs.orderID
WHERE LENGTH(fs.orderID) = 6 AND fs.orderID <> '';

-- Query 11: Calculate average quantity of items purhased in February
SELECT SUM(fs.Quantity) / COUNT(DISTINCT c.acctnum) AS Avg_Quantity
FROM BIT_DB.customers c
JOIN BIT_DB.FebSales fs ON c.order_id = fs.orderID
WHERE LENGTH(fs.orderID) = 6 AND fs.orderID <> '';

-- Query 12: Calculate the product that produced the most revenue in January
SELECT Product, ROUND(MAX((SUM(Quantity) * price), 2)) AS revenue
FROM BIT_DB.JanSales js
WHERE LENGTH(js.orderID) = 6 AND js.orderID <> ''
GROUP BY js.Product
ORDER BY revenue DESC
LIMIT 1;
```