Karissa Herns

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

CERTIFICATIONS

ITIL Foundations, Microsoft AZ-900, CompTIA Project+, Security+, Network+, HDI Customer Service Rep.

SKILLS

• Data analysis and visualization: Proficient in Power BI, Tableau, and Excel for data visualization, trend identification, and reporting.

• Programming and querying: Experience with Python, SQL, and R for data manipulation and analysis.

• Statistical analysis: Understanding of supervised and unsupervised machine learning concepts.

• Data management: Expertise in data cleaning, wrangling, and preprocessing for accurate analysis.

PROFESSIONAL EXPERIENCE

Technology Support Analyst – *Northwestern Mutual*

March 2022 – Present

- Consistently improved departmental productivity through data analysis, trend identification, root cause analysis leading to lower call volume.
- Maintained a perfect customer satisfaction rating by skillfully bridging the communication gap with non-technical users by translating intricate concepts into easily digestible terms.
- Trained AI models by ticketing specifically for AI model development, reporting anomalies and suggested improvements to AI team.
- Played an integral role in training new classes of analysts and accelerated skill development through supplemental support and training initiatives.

Supplemental Instruction – *Brazosport College*

July 2019 – May 2023

- Spearheaded hiring initiatives, including recruiting, screening, and interviewing new SI Leaders.
- Managed student data for analysis of performance trends related to attendance and engagement and reporting participation metrics to inform program-wide decisions.

- Demonstrated strong communication skills, facilitating collaboration and understanding among diverse stakeholders, including team members, supervisors, instructors, and division chairs

Business Owner/Administrator – *Lake Jackson Massage* Therapy

February 2005-April 2020

- Maintained all client data in Access database for 500+ clients.
- Conducted business process assessments and developed new processes for the business.
- Stayed up-to-date with current trends in the local market by surveying clients.
- Hosted an annual event "Sip and Shop" for 20+ local vendors.

Customer Administration Support– *Systems Solutions*

August 2008 – March 2012

- Provided desktop support, by installing new software and ensuring seamless integration.
- Managed consultant workflows to promptly escalate and resolve issues, ensuring SLA compliance.
- Ensured data stability by maintaining databases using Microsoft Access and Excel.

EDUCATION

Bachelor of Science in Data Management/Data Analytics

Western Governor's University | Salt Lake City, UT

Relevant Coursework and Activities: Statistics, Data Analysis and Visualization, Project Management

Bachelor of Science in Psychology

University of Houston-Clear Lake | Clear Lake, TX | Summa Cum Laude

Relevant Coursework and Activities: Research Methods and Statistics, Psi Chi Director of Project Management

Associate of Arts in Psychology – Minor in Computer Science

Brazosport College | Lake Jackson, TX | Cum Laude

Relevant Coursework and Activities: C++, Visual Basic, Excel, Access, IT in Enterprise Management