

Kristen Fenwick

Austin, Texas 78701

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EDUCATION

Texas A&M University, College Station, Texas
Bachelor of Science in Engineering

May 2028 - Expected

Austin Community College, Austin, Texas
Associate of Science in Business Administration
Associate of Arts in General Studies
GPA: 3.7

May 2024

WORK EXPERIENCE

Austin Independent School District (AISD), Austin, Texas
Substitute Teacher

April 2025 – Current

- Provided classroom instruction across K-12 grade levels, adapting quickly to various subjects and student needs while maintaining structure and engagement.

Road Vantage, Austin, Texas
Claims Adjudicator

April 2024 – September 2024

- Processed invoices, negotiated settlements, and authorized payments, achieving companywide record mentions for service excellence.

Gopuff, Remote, U.S.A.
Senior Customer Service Representative

April 2021 – January 2024

- Supervised employees and authored procedure documents to streamline customer service operations while managing escalated customer issues, and minimizing risk in fraud cases.

Kindred at Home, Abilene, Texas
Caregiver and Training Specialist

December 2015 – May 2018

- Provided care and training, recognized as Employee of the Month and Quarter for exceptional client support.

PROJECTS & LEADERSHIP EXPERIENCE

NASA L'SPACE Program

Nasa Lucy Mission Intern (LEAP) - Program Analyst

May 2025 – Current

- Serve as Program Analyst Mentor for all students in the NASA L'SPACE Mission Concept Academy, including direct support for two teams (15-20 participants), guiding their science, engineering, and programmatic efforts to ensure cohesive alignment with NASA lifecycle milestones.

Mission Concept Academy Participant

January 2025 – May 2025

Team Role: Deputy Project Manager of Resources (DPMR)

- Participant in NASA's Virtual Workforce Preparation Academy, leading programmatic aspects of a robotic space mission through the NASA mission life cycle, coordinating costs, timelines, risks, and team progress up to the Preliminary Design Review.

SKILLS

- Microsoft Office
- Data visualization
- Surface Heat Flux analysis
- Project Management
- Python, MATLAB
- Taylor series, interpolation