

Kristen Fenwick

Austin, Texas 78701

kfenwick@tamu.edu
(737)500-4664

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
GPA: 3.7
August 2024
- Austin Community College**, Austin, Texas
Associate of Arts in General Studies
GPA: 3.7
May 2024
- Hardin-Simmons University**, Abilene, Texas
Bachelor of Science in Psychology
Minor in Social Work
August 2018 – August 2019

WORK EXPERIENCE

- 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, achieving quick resolutions 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.

ACTIVITIES

- Phi Theta Kappa**
Scholastic Leadership Member
January 2024 – Current

NASA L'SPACE PROGRAM

- January 2025 - Current
Mission Concept Academy Participant – 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

- Advanced knowledge of Microsoft Office Suite
- Data visualization, reporting, analysis and decision-making for problem-solving
- Project management and team leadership
- Basic Python, MATLAB, and Simulink
- Linear interpolation, Taylor series, and Surface Heat Flux analysis