

HARPER ATKINS – harpereatkins@gmail.com
(208) 867-1708 – Portland, OR

Employment	PwC Digital (Contract) <i>Product Analyst</i> <ul style="list-style-type: none">• Worked closely with the Product team, internal stakeholders, and executives to write user stories, define requirements, and prioritize roadmap for software development for a global risk assessment platform specializing in data privacy• Designed and implemented new workflows for a regulatory source monitoring process<ul style="list-style-type: none">○ Developed a solution to ingest web page monitoring data into a spreadsheet to automate manual processes and reduce time spent on source review by 80%○ Wrote user stories to migrate a spreadsheet-based solution into our web application○ Consolidated news feeds into a single source for in-app notifications about regulatory change• Produced company profiles, competitive analyses, and news digests for the Product team to inform build/buy analysis in the data privacy and GRC space• Owned internal communications with key stakeholders and SMEs, including sprint/release notes and the creation of an IT help desk in Teams to review user-identified bugs and provide workarounds• Created reports using SQL and Pendo to analyze user behavior and enable data-driven feature development	July 2022- Present
	Central District Health (Temp), Boise, ID <i>IT Assistant</i> <ul style="list-style-type: none">• Determined requirements for and developed a Microsoft Teams-based solution for grants/contracts/agreement management<ul style="list-style-type: none">○ Product provides unified platform for conversation retention and auditing; storing communications with external parties; centralizing records; and, streamlining a tedious documentation process○ Expected to eliminate tens of thousands of paper prints annually and reduce document routing times from hours to minutes• Worked with users to develop video and text-based documentation; conducted in-person trainings/feedback seminars with stakeholders	Sept 2021 – July 2022

	Broken Wheel Creative , Boise & Portland <i>Owner</i> <ul style="list-style-type: none"> Led effort to overhaul Diggio.com, the website of a Texas-based internet service provider <ul style="list-style-type: none"> Provided a strategy and sales funnel, supported by keyword research, to aid in an exit from one market (managed services) to another (internet bonding) Developed web copy and layout for 19 pages addressing different markets (laypeople, IT administrators, managed service providers, resellers) Authored online articles that helped establish QRFS.com as an industry-leading, highly-trafficked resource for fire and building code, fire protection <ul style="list-style-type: none"> Overall traffic tripled (to >1.3M sessions each year), increasing visits to sales pages roughly 50% Conducted market and user research with SEMRush, website heat maps, Google Analytics Designed, installed, and supported a virtual classroom for the Independent Electrical Contractors of Idaho 	2017 – July 2022
	Ada County , Boise, ID <i>Court Clerk II</i> <ul style="list-style-type: none"> Used Microsoft Excel and VBA macros to automate and improve financial and record-keeping operations Uncovered and corrected >\$40,000 worth of erroneous fines and fees caused by a court software overhaul 	Aug 2015 - July 2016
	Jake Ellis for Idaho , Boise, ID <i>Campaign Manager</i> <ul style="list-style-type: none"> Responsible for planning and execution of campaign field operations; used Microsoft Excel and NGP VAN to identify a viable fundraising market and develop a canvassing plan Campaign raised nearly \$50,000, a rare haul for a first-time candidate 	Mar 2015 - Jul 2015
	Idaho State Representative Mat Erpelding , Boise, ID <i>Assistant</i> <ul style="list-style-type: none"> Researched and drafted 12 bills in collaboration with subject matter experts, leading to the passage of 2016's HB 481 (expanding treatments available to the terminally ill) and 2022's SB 1290 (rural educator incentives) Wrote newsletters, speeches, and narration for PSAs 	Dec 2014 - Mar 2015
Education	A+ Certification <i>CompTIA</i> <ul style="list-style-type: none"> The gold standard for information technology specialists 	2022
	Able-Bodied Seafarer, Deck <i>Coast Guard</i> <ul style="list-style-type: none"> Certification for work as a deckhand on commercial seagoing ships 	2015

Bachelor of Arts (Interdisciplinary/Pre-Law)

2008-2012

Western Washington University

- Awarded full-ride scholarship to University of Minnesota Law; admitted to WWU's Fairhaven College, an interdisciplinary program emphasizing independent study and self-designed curriculum

Projects**Looking Glass**

2020

- Co-developed and marketed a virtual reality horror game released on [the world's largest video game marketplace](#)

Retrograde

2018

- Co-developer of a game where [players help a brain trauma victim communicate](#). Ranked 9th (/1000) in innovation; made in 72 hours for the *Ludum Dare* competition

Labor/Prison Labor Ethnography

2013

- Worked in cornfields and visited forgotten towns as part of a post-Baccalaureate study of a prison work camp; presented findings at Fairhaven College (WWU) during the "Tangled Webs" conference on mass incarceration