

Emily Keen
Greater Atlanta Area

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SUMMARY

ITIL Certified Information Technology Professional experienced in data analytics, administration, and Agile methodologies. Collaborative colleague recognized for relationship management skills working in fast-paced cross-functional environments. Superior skill solving problems both internally and externally exceeding customer expectations. Skilled in managing multiple projects with simultaneous deadlines.

- Data Management
- Cross-Functional Leadership
- Relationship Management
- Value Analysis
- Project Management
- Quality Implementation
- Vendor Relations
- Contract Management
- Customer Service

EXPERIENCE

Capital One, Plano, Tx 2014-2016

Network Data Specialist

Coordinated and managed 7000+ routing and switching devices, maintenance, and locations. Worked with external vendors to help manage maintenance contracts and internal customers to update changes to inventory. Analyzed inventory and financials in excel for devices. Scrum mastered a project to improve all Network Data Inventory.

- Saved the company over \$10 million on a \$36 million maintenance contract
- Identified devices on contract that did not need to be on contract
- Identified devices that were not on a contract
- Started tracking financials of maintenance costs for upper management and cost decisions
- Collaborated to clean up inventory for the Network Voice department, saving approximately \$100K
- Found flaw in budgeting process in Network Voice department, saving \$30K

Support Specialist, Plano TX 2013- 2014

Scrum master for five on-shore and off-shore Kanban Teams that were Level 3 Support. Introduced and taught Kanban principles to all teams, set up daily meetings and their Kanban Board. Received experience identifying problems with reports in production and fixed the report code using SQL.

- Asked to run a company-wide community of practice for other process managers using Kanban.
- Increased the number of attendees to the community of practice by 50%
- Asked to teach the Kanban fundamentals as an internal class at Capital One
- Graphed data points in excel to show number of completed tasks per month to present to upper management

Campus Recreation Center Georgia Tech, Atlanta. Ga 2011 – 2013**Head Guard/Lifeguard**

Promoted to Head Lifeguard, managing two campus pools at Georgia Tech. Ensured safety of pools for students, faculty and collegiate swim teams. Effectively maintained pool and deck, creating a clean and safe environment. Performed monthly lifeguard evaluations, testing awareness and skill.

- Enhanced first aid skills through biweekly meetings
- Enhanced customer service skills, answers inquiries, and provides information pertaining to the pools, facilities, schedules and programs.
- Promoted to head guard after one year

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, Scheller College of Business

Atlanta, Georgia

Bachelor of Science in Business Administration

May 2013

- Concentration: Information Technology GPA: 3.4

GEORGIA INSTITUTE OF TECHNOLOGY

Atlanta, Georgia

Coding Bootcamp

July 2017

SKILLS/INTERESTS

Languages: English-fluent, German- basic,

Skills: Microsoft Word, Excel, PowerPoint, AutoCAD, HTML, Jython, SQL, mySQL, Business Objects, Css, Javascript, basic aws, Node, mongoDB, sequalize, react

Certifications: ITIL Certification