

# Kellen Chen

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## EDUCATION

### B.S. Business Administration– Management Information Systems

Expected graduation: May 2026

San Diego State University | GPA: 3.80

- Minor in Computer Science
- Organizations : Alpha Kappa Psi, Artificial Intelligence Club at SDSU

## SKILLS

Java, Python, SQL, C++, HTML, CSS, R, SQLiteStudio, LucidChart, Microsoft 365 (Office, Excel, PowerPoint, Word, Access, Windows operating systems), Google Suite, Power BI, Tableau, Photoshop, Canva, Wix, LinkTree, Zoom, RStudio, Visual Studio Code, AuditBoard

**Soft Skills:** Time-management, critical thinking, problem-solving, collaboration, highly organized, team-oriented, detail-oriented, self-motivated, effective communication skills, attention to detail, self-sufficient, interpersonal skills

## WORK EXPERIENCE

### IT Internal Auditor | Encore Midland Credit Management

May 2025 - Present

- Contribute to a 15% increase in audit efficiency through evaluating and documenting IT processes and controls across various business units, applying COSO and COBIT frameworks to assess control design and annotate audit workpapers in accordance with internal policies and regulatory standards
- Participate in walkthroughs with control owners and system stakeholders to assess the design and implementation of IT General Controls (ITGC), including user access provisioning, quarterly access reviews, new application onboarding, and password policy enforcement; extract ServiceNow tickets, analyze SQL queries, and system-generated evidence such as user access logs with 10,000+ user entries
- Support SOX compliance testing by evaluating control design and operating effectiveness, validating remediation, and performing IPE testing on SQL outputs and Excel-based user data; use both sample-based and full-population analysis to identify anomalies and improve risk insights

### Management Consultant Intern | Mu Sigma Consultant

January 2025 - May 2025

- Managed a 10-person team and coordinated 20+ models to orchestrate a Harley-Davidson fashion show project, leveraging social media (TikTok) content strategy marketing to amplify engagement and increase apparel sales by 35%
- Elevated Harley-Davidson's performance by conducting market research, leading search engine optimization (SEO), and brand identity initiatives, integrating strategic decision-making to improve digital presence
- Conducted business process analysis and customer feedback surveys to identify optimization opportunities, enhancing inventory control and product listings

### Director of Technology | Alpha Kappa Psi

November 2024 - May 2025

- Led full-cycle website development on Wix, overseeing the design, coding, and deployment of a highly functional and visually appealing platform-- boosting user engagement by 113% and attracting 6,000+ unique visitors
- Collaborated with the VP of Public Relations and Social Media Director to design and distribute impactful, on-brand newsletters while maintaining up-to-date web content
- Provided end-to-end technical support for the chapter, including troubleshooting IT issues, managing digital collaboration tools (e.g., Zoom, Google Workspace), and optimizing tech-enabled operations

## RELEVANT PROJECTS

### Property Listings Database Management System Project | MIS380

Grade : 294/300

- Designed a SQL-based inventory system simulating a real-world data warehouse environment. Implemented key phases of database lifecycle including schema design, data transformation, reporting, and query optimization for property listings
- Created Entity-Relationship Diagrams (ERDs) and logical schemas, adhering to business rules and to support data-driven decision-making
- Utilized SQL DDL & DML queries to generate reports and indexes to support efficient data entry, data retrieval and analysis for project management insights.