

Kelly Martin

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2510 Candlemakers Lane, Maineville, OH 45039

EXPERIENCE

DISH Network

Business Process and Technology

Business Operations Analyst

Denver, CO

July 2016 - August 2017

As the Product Owner of the customer self-service website, I:

- Prioritize projects, write business requirements and work with software developers to implement and test enhancements to the customer self-service website
- Present digital engagement projects to department vice president for review and approval
- Coordinate with other business units to deliver BAU functionality and strategic initiatives
- Use a robust content management tool to build dynamic web pages and edit HTML on the customer self-service website

The Boeing Company

Core Infrastructure Engineering: Centralized Services: Server Monitoring & Compliance

Bellevue, WA

May – August 2015

Systems Integration Intern

- Collect, analyze and present data to management on server health, security compliance, and ticket handling
- Improve data tables and automate jobs in team database to prepare for the integration of a new data system
- Disaster Recovery Project: Collaborated with 20 managers to update their disaster recovery plans in prep for a quarterly audit
- Security Compliance Project: Developed a Visual Basic macro to automate email communications informing responsible parties of server security vulnerabilities and corrective actions to be taken

Premier, Inc.

Technology Administration Intern

Charlotte, NC

May – August 2014

- Identified and documented weaknesses within current system used for tracking metadata about application servers
- Conducted interviews with stakeholders and documented requirements to prepare for the integration of a new information system for server metadata
- Led processes of data mining, cleansing and validating to prepare server metadata to be uploaded to new information system

SKILLS & QUALIFICATIONS

SQL

C/C++

Microsoft Excel, Access, Visio, Word, PowerPoint

Java

Unix programming environment

Visual Basic

EDUCATION

Clemson University

Clemson, SC

Bachelor of Science in Computer Information Systems

May 2016

Calhoun Honors College

GPA: 3.76/4.0

Relevant Coursework

Database Management Systems

Business Analysis

Systems Implementation

Decision Models and Management

Technical Writing

Software Engineering

Leadership Experience

Supplemental Instruction (SI) Program, a branch of the Clemson University Academic Success Center

Clemson, SC

Community of Practice Leader (Promoted Position)

August 2014 – December 2015

- Develop plan for onboarding of 150 new Supplemental Instruction (SI) leaders each semester, verify and organize work documents, and work with administration to implement programmatic changes
- Mentor and build community within a group of Calculus SI Leaders by facilitating support and collaboration between leaders

Honors & Awards

President's List (GPA of 4.0)

Fall 2013

Dean's List (GPA of 3.5-3.99)

Fall 2012, 2014, & 2015; Spring 2013, 2014, 2015 & 2016