

Kristen Seog

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Objective

I'm seeking to apply my years of experience in operational management, customer service, educational development, and science STEM background towards building applications and database management systems that maximize performance benefits for users as well as stakeholders and optimize utilization of data information for businesses.

Technical Skills

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|---|--|
| ✓ Browser-based technologies: HTML, CSS, JavaScript, ES6 syntax, Bootstrap, Node JS, React (JSX syntax) | ✓ API interaction (API, JSON, AJAX) |
| ✓ Linux, Vim editor | ✓ CSVs and URL content integration |
| ✓ Git, Github, GitLab | ✓ PIP and Anaconda package management environment |
| ✓ Microsoft, VS Code editor | ✓ SQL database (beginner familiarity); MySQL workbench |
| ✓ Deployment/Command-lines | ✓ Python libraries: NumPy, Pandas, Matplotlib, Streamlit, sci-kit-learn, Seaborn, yfinance, pySpark, |
| ✓ Python and R studio (beginner familiarity) with Jupyter notebook | |
| ✓ openai Chat GPT3 open source | |

Certifications

- [JavaScript Algorithms and Data Structures certification](#) from FreeCodeCamp (February, 2023)
- [Data Analysis with Python](#) from FreeCodeCamp (March, 2023)

Education

HARVARD EXTENSION SCHOOL/ <i>Premedical Program Graduate</i>	<i>Sept. 2018- Dec.2020</i>
SEOUL NATIONAL UNIVERSITY/ <i>Graduate School of Business (ABT)</i>	<i>Aug.20 15 - Jun.2016</i>
SMITH COLLEGE/ <i>Bachelor degree in Neuroscience</i>	<i>Sept.2009- Dec.2013</i>

Professional Experience

Teaching Fellow: *Sept, 2019 – Dec.2020 and Aug. 2022 – Dec.2022*

Harvard University and Harvard Premedical Extension Program. Cambridge, MA.

Physical Science 11 Lab, Physics I and II Lecture with Lab, and General Chemistry I and II Lecture with Lab

- Lead and structure regularly scheduled weekly teaching sections based on lecture contents.
- Record student's performance, grade all assignments and exams, managed via excel sheets and gradescope.
- Hold office hours, respond to student emails, and assess and student's based on individual assessment as needed.
- Monitor course bulletin boards, maintain course websites, and proctor exams, and serve as section leaders and tutors under the supervision of faculty members.

Research Assistant :

Tufts Medical Center, Department of Advanced Hepatology and Gastroenterology: *Aug, 2020 - Dec. 2020*

Beth Israel Deaconess Medical Center, Department of Orthopedic Surgery: *Sep, 2018 - Aug, 2019*

- Help implement practice's quality assurance and control program ensuring compliance of HIPAA and OSHA regulations.
- Read and understand relevant scientific literature and present potential findings at lab meetings, respond to challenges, and participate in exchanges of ideas to advance the findings and data analysis.
- Contributions and preparations of articles/manuscripts using secondary data on research outcomes lead to the submission for publications and resulted in 3 publications.
- Generates figures/diagrams/spreadsheets using excel and workflow for presentations, manuscript, and publications using secondary data, and communicates and manages tasks with team members using Slack and

clickup.

Medical Assistant : Aug.2017 - May, 2018

Internal Medicine Dept. Harvard Vanguard Medical Associates, Atrius Health, Inc. Boston, MA

- Assists and works with multiple clinicians with routine clinical procedures and tests in the exam room.
- Performs EKG, vitals signs, weight/BMI, throat culture, urine dipstick, pregnancy test, cerumen removal, and PFT. Applies air-cast, crutches, walkers, slings, and post op boots.
- Advises patients of preparation and testing required for exams. Prepares medical records in advance for scheduled patients.
- Ensures all pre-visit work required for exam is completed and that lab and other test results are available in the EMR using EPIC.
- Delivers excellent customer service and strengthens the patient/clinician relationship through timely and informative interactions with the patients.
- Improves clinical operations and efficiencies by providing efficient flow of patients.
- Demonstrate clinical competency and compassion in providing care, using technology, performing procedures and managing emergencies or triaging.
- Prioritize data entry daily to ensure patients labs and procedure results are immediately available for access.
- Help implement practice's quality assurance and control program ensuring compliance of HIPAA and OSHA regulations.
- Developed a custom medical assistant training manual for one of our physicians to reduce turnovers and increase quality of training.

Assistant Manager : Jan, 2014 - March, 2017 and **Freelance Tutor** until Dec.2023

Istation (educational technology company) Korea, Brightstone Inc. Seoul, Republic of Korea (South)

- Promoted from staff to staff leader to assistant manager due to strong performance and organizational impact.
Strategic Planning
- Played a major role in attaining the Daegu English village and signing contracts with Jeju International Education Training Centers (5), an elementary school, as well as several other small academies (5), establishing effective distribution networks in key markets.
- Organized approximately 3000 student's test data by levels in different categories such as phonological (sound-letter correspondence) awareness, spelling knowledge, vocabulary knowledge, reading speed, and reading comprehension each and all promotional events and conducted statistical reports using SPSS for analysis.
- Identified and analyzed potential customer segments through promotional events and tested the market through free assessment events to ensure quality product delivery.
- Redefined consumer needs and demographics for customer segmentation and implemented customized programs appropriate for the target segments: regularly scheduled one-on-one Telephone English with differentiated content for each target segment, addition of an e-library, initiating writing even at the novice levels, and division of qualified coaches to specialize in a specific target segment.
- Developed training manuals and assisted with the training and orientation of new staff including students, interns, visitors, streamlining development process and decreasing timeline by 20%.
Marketing Management/ Customer Service
- Executed extensive market research about the changes in consumer's demand and business environment to establish promotion and brand marketing strategy in order to deliver function and quality improvements.
- Implemented low-cost marketing strategic plans to increase profitability and brand awareness through 1) social media advertisement, SNS, and blog postings: targeted major online cafes with an English education focus, 2) press releases, and 3) free English proficiency assessment events
- Implementation of customized programs appropriate for the target segments decreased the refund rate from approximately 30% of the total revenue to below 5 % and reduced the number of complaints to almost zero within the first month and the refund rate of below 3%, and maintained zero complaints for the past year.
Operational Management
- Evaluated and analyzed the results of day-to-day students' progresses and performances and led meetings with the coaches (students' managers/tutors) to promote individualized support for the students which increased the user retention rate by 40%.
- Analyzed student behavior/motivation/self-worth and implemented positive reinforcement which reduced bounce rate for primary users flow by at least 40%.
- Led the transition to a paperless practice by implementing an electronic system, resulting is a faster and more accurate business system and reduced the labor cost by 25% and office overhead by 8%.
- Developed standardized Excel macro reporting templates to increase efficiency in data collection from the students and resulted in 50% reduction in turnaround time.