Mary Katherine Glazener

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PROFILE

A recent International Business graduate with a focus in Health Care Management from Harding University, looking to earn my Masters in International Studies to utilize my passion for public policy, global economic development, special needs advocacy and education to further expand horizons.

I aspire to combine my passion for special needs children and international cultural understanding by advocating for the implementation of educational technology and policies for the benefit of those with special needs.

EDUCATION

Bachelor of Business Administration, International Business

December 2016

Harding University, Searcy, Arkansas

- Concentration: Health Care Management
 - Minors: Management Information Systems & Bible: Missions
 - 3.2/4.0 cumulative GPA
- Relevant Courses Microeconomic & Macroeconomic Principles, International Business, Global Business, International Marketing, Business Ethics, Financial Accounting & Statement Analysis, Anthropology, International Health, Global Economic Development

INTERNATIONAL EXPERIENCE

Harding University- Study Abroad

September 2013 - December 2013

Australasia

- Traveled to 9 countries and gained diverse cultural experiences while completing 16 credit hours
- In depth studies of humanities and culture of each country
- Hands on experience with health care and global economic development
- Completed course work in Humanities
- Demonstrated willingness to take risks through enrollment in advanced interdisciplinary studies curriculum

Moscow State of Humanities, Russian Immersion

May 2013 - July 2013

Moscow State of Humanities, Moscow, Russia

- Assisted students with disabilities in the local community
- Part of a six member team who created and taught English curriculum
- Translated and interpreted business and ministry documents
- Coordinated outreach events for congregation
- Completed four-week Russian language immersion program

PROFESSIONAL EXPERIENCE

Business and Technology Delivery Analyst

April 2017 - Present

Accenture, Arlington, Virginia

Fjord Design Studio, Creative Technologist, Virginia

May 2018 – Present

- Created prototypes for government clients
- Worked with a team of developers to create applications for the studio
- Team of four individuals to begin interactive design processes within the studio. Provide technical design recommendations beginning at the start of a project

Accenture Federal Services Projects

US Department of Defense Health, Deployment, Washington State July 2017 – Present

- Defined, provisioned, and maintained role assignment list for 10,000 plus end users
- Deployed large commercial electronic health record system to four major government hospitals
- Collaborated with multiple teams to present the current deployment approach and areas for improvement to the client
- Worked on site with clients to identify potential risks and mitigate sources of downtime for end users
- Communicated with project leadership regularly to provide subject matter expertise on the deployment process

US Department of State, Business Analyst, Washington D.C. May 2017 – July 2017

- Maintained and analyzed deployment metrics using PowerBI, ServiceNow, Tableau
- Aided in designing, creating and maintaining dashboards of information across the partnership
- Established relationships with new clients, working directly with a client counterpart to engage in the design and testing process

Acquisition Specialist

May 2016 - Present

Department of Defense, Richmond, Virginia

- Assembled and reviewed acquisition packages, requests for proposals, bids and quotations
- Ensured document provisions were current and in accordance to applicable regulations and policies
- Updated Federal Acquisition Regulations (FAR) to comply with government standards
- Assisted in the procurement of standard, common-use items

Administrative Intern

January 2016 – May 2016

US Senator – John Boozman, Little Rock, Virginia

- Analyzed data and improved processes of projects with the Veterans Association
- Communicated and visited with constituents' updates related to their case
- Converted and digitalized interviews as part of the Veteran's War Project
- Advocacy and policy research, created database to improve communication

Intern

September 2015- December 2016

US Department of State, Washington D.C.

- Successfully created an e-learning platform to facilitate student remote access to assignments, by developing 84 websites in 67 languages
- Trained and deployed e-learning platform to high profile clients

- Led classroom training workshops
- Assisted with curriculum development in Spanish Department
- Updated and developed policies for inner agencies
- Uploaded and reviewed 2,000 plus ShutterStock images for copyright and regulation compliance
- Created and managed SharePoint database for School of Language Studies

PRESENTATIONS

LEAN: Process Improvement: CT Wait Times, Unity Health, Arkansas

May 2015

Eerie: Strategic Report, Governor's Cup, Arkansas

December 2016

ArtificialIntelligence Hackathon: Education, Accenture, New York

April 2018

LEADERSHIP EXPERIENCE

Capstone Design Project

August 2016 – December 2016

Harding University, Searcy, Arkansas

• Led team of four to create application for interactive business

Mentor

February 2013- December 2016

Fellowship Bible Church, Searcy, Arkansas

- Assisted with schedules and activity planning for youth group
- Interacted with students and families in a group setting

Process Improvement Leader

Intermittent December 2014- April 2016

Unity Health, Searcy, Searcy, Arkansas

- Created and developed a LEAN process improvement project within the CT Radiology Department and decreased outpatient wait time by 15%
- Assisted with the implementation of new EHR systems
- Worked with the HIPPA outline policy

Camp Staff

May 2014- August 2014

Camp Blessing Texas, Brenham, Texas

- Worked one-on-one with special needs children
- Created weekly schedule, organized and analyze data in a team environment
- Organized and created process to improve advocacy within schools
- Created menu and designated specific meals for special diets
- Worked 100+ hours weekly in a variety of different positions while serving those who are not always served

Event Coordinator

December 2009- December 2012

McDougle Elementary Christmas Party, Houston, Texas

- Volunteered and participated for several years, then co-led and expanding from reaching 300 families to 650 families in a Title 1 School
- Co-led a team of eight different students who were in charge of creating a festival for children and their families, collected toys for 600+ families
- Organized and coordinated food for the entire festival of 1,000+ guests
- Organized food pantry and donations

VOLUNTEER AND EXTRA-CURRICULAR

YoungLife
International Business Society
Chi Omega Pi
All Missions Fellowship
Society of Advanced Management
KLife

September 2017- Present April 2014 – December 2016 August 2015 - Present October 2012 – Decmeber 2016 August 2015 - Present September 2012 – December 2016

HONORS & AWARDS

Society of Advanced Management Member of Year Carter College of Business: International Business Student of the Year Department of State: Workshop of the Year: E-Homerooms International Business Scholar May 2016 December 2015 May 2012

SKILLS & CERTIFICATIONS

Microsoft Office Adobe Creative Suite Agile SixSigma Software August 2011, December 2016 August 2011, December 2016 April 2017 May 2016

• SharePoint

- SnagIt
- Blackboard
- SMART Technologies

CISCO

- Node
- AutoCAD
- Linux
- SketchUp

Rhino

- 3D Studio Max
- Tableau
- Power BI

Coding Languages

- JavaScript
- HTML
- C++

- Node.js
- Python
- R

- Angular
- Docker
- .HTML5

Foreign Languages

• Native English Speaker, French (Advanced in oral and writing), Russian (Intermediate oral, advanced writing), Spanish (Proficient in understanding)

References available upon request