

## Karis Kim

synkm@hotmail.com • (c) 678-862-4375 • [www.linkedin.com/in/karis-soyon-kim](http://www.linkedin.com/in/karis-soyon-kim) • [portfolio website](#)

|  |   |                |  |
|--|---|----------------|--|
| Education                                      | Master of Science, Information Technology<br>Kennesaw State University, Marietta, GA  |                | May 2019<br>Cum GPA 4.0/4.0  |
| Certification                                  | PMP (June 2020), Data Management & Analytics (May 2019), Celonis Process Mining (Apr 2019)  |                |  |
| Projects                                       | • Enterprise Salesforce Lightning upgrade   |                | ServiceNow,<br>MS Project,<br>Visio,<br>Power BI,<br>Excel, PPT                  |
|  | • M&A integration of Salesforce, FinForce, Oracle, RevPro, MS Dynamics  |                |  |
|  | • Jira to ServiceNow migration  |                |  |
|  | • Demand intake process optimization, playbook creation to support Agile  |                |  |
|  | • Support ticket process root cause analysis and optimization   |                |  |
|  | • Airline Performance Prediction  |                | Python   |
|  | • Disaster Analysis Applications of Social Media  |                |  |
|  | • Linear Regression Analysis to predict projected budget/salary for an acquisition  |                | Rapid Miner,<br>Orange,<br>Power BI  |
|  | • Logistic Regression Analysis to identify most ideal candidates  |                |  |
|  | • Neural Network Analysis to identify potentially dissatisfied customers  |                |  |
|  | • Association Rules Analysis to reveal affinity products and revenue opportunities  |                |  |
|  | • Clustering Analysis to explore innovative power plans for a utility company   |                |  |
|  | • Correlation Analysis to examine variables affecting housing values  |                |  |
|  | • Decision Tree Analysis to predict wine quality based on wine attributes   |                |  |
|  | • Cross Validation Analysis to evaluate accuracy of model predicting customers  |                |  |
|  | • Order-to-Cash Credit Management Process Mining  |                | Celonis  |
|  | • Smart Recipe App  |                | MEAN stack   |
|  | • ETL Election Data   |                | SSIS,  |
|  | • Enrollment Analysis Dashboard   |                | SSAS, Power BI   |
|  | • RDBMS for Restaurant Order Management System  |                | Oracle   |
| • AWS Static Website                           |   | HTML, CSS, AWS |  |
| • Alumni Contact Management System Application |   | Java           |  |
| • IT Service Assessment                        |   | ITIL           |  |
| • SLA  |   |                |  |
| • Disaster Recovery Plan                       |   |                |  |
| Research                                       | • Serverless Computing Database Security  |                | • Blockchain in Securing IoT<br>• Facial Recognition as Biometric Authentication |
|  | • Cloud Computing Comparison of AWS and GCP   |                |  |
| Work History                                   | Product Manager<br>The Home Depot, Atlanta, GA  |                | 3/2021 – Present   |
|  | • Establish a coherent, efficient process to proactively solution recurring issues<br>• Manage cross-functional team collaboration with data-driven opportunities<br>• 71% improvement in intake process YoY (ServiceNow)<br>• 35% improvement in MTTR with process enhancements  |                |  |
|  | Product Manager - Contract<br>The Home Depot, Atlanta, GA   |                | 8/2020 – 3/2021  |
|  | • Created visibility to KPIs with dashboard reporting of multiple platforms (Power BI)<br>• Identified gaps, metrics and next steps to streamline centralized support process<br>• Enabled 11% improvement in intake process within 2 months (ServiceNow)<br>• Improved MTTR by 25% in 2 months<br>• Strengthened cross-team collaboration via creation of MS Teams team and regular sessions<br>• Executed agile ceremonies to coordinate daily work, prioritization, backlog grooming (Pivotal Tracker) |                |  |

## Work History

### IT Project Coordinator

7/2019 – 8/2020

Verint Systems, Alpharetta, GA

- Plan, schedule, monitor, manage and report enterprise IT projects (M&A's, Salesforce Lightning)
- Manage globally located stakeholders/vendors on system migration and integration
- Develop and conduct cross-divisional training on Demand/project management
- Refine, standardize and optimize EPMO processes and reporting to manage risk
- Identify opportunities for automation and apply ITIL standards to streamline IT processes
- Inspect and prepare projects/controls for audit and compliance

### Graduate Research Assistant

8/2018 – 5/2019

Kennesaw State University, Marietta, GA

- Designed, managed and conducted usability studies
- Designed and developed VR/AR studies for visually impaired persons
- Collected and analyzed experiment data
- Wrote and submitted papers/reports/proposals to IEEE, ACM, VR/AR related conferences

### Enterprise Project Management Office – Summer Intern

5/2018 – 8/2018

Verint Systems, Alpharetta, GA

- Analyzed global IT projects data from ServiceNow for corporate reporting
- Assessed ROI cost and savings and produced Power BI dashboards
- Generated project timeline, project initiation document, requirement analysis
- Conducted research on international data residency laws/policies with GDPR

### Registrar, PDSO, Library Coordinator

8/2008 – 7/2017

Reformed Theological Seminary, Atlanta, GA

- Maintained integrity of academic records in database for over 600 doctoral students
- Managed efficient administration of all departments of doctoral program
- Posted and managed program website; resolved students' online technical problems
- Managed legal matters pertaining to international visas as the SEVP Principal DSO
- Planned, supervised, and executed development of library from 0 to 35,000 volumes in 2 years
- Assigned projects and directed up to 12 part-time staff and student workers
- Designed digital/printed marketing materials; led promotional campaigns on limited budgets

### Academic Coordinator

3/2005 – 2/2006

Kangnam POLY Returnee Education Institute, Seoul, Korea

- Managed daily administration of the immersion school of 2,000 students
- Supervised 20 plus teachers and assistants; resolved conflicts between staff
- Interviewed, hired, and evaluated foreign faculty and staff
- Developed systems on/offline for student performance evaluations
- Conducted promotional events, off-campus activities, seasonal programs

### Administrative Coordinator

3/2003 – 3/2005

Hanyang-Oregon Joint TESOL Program, Hanyang University, Seoul, Korea

- Supervised all administration and staff of the Office of Registrar
- Managed foreign faculty contracts, visa, orientation, and housing
- Developed, improved, and maintained collaboration with overseas universities
- Arranged budget and managed promotional/recruitment projects
- Resolved disputes and inquiries on/offline

## Activities, Interests

PMI, Women in Data Science, Women in Technology Atlanta, International Travel (Turkey, Mozambique, South Africa, Inner Mongolia, China, Russia, Korea, Philippines, Thailand, Japan, Mexico), Samaritan's Purse, HopeWorks- Atlanta, Foster Care Support Foundation volunteer, YM School for North Korean Refugees, Atlanta Amateur Photographers Association