**Keegan Hartle**

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Location: Brier, WA

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[LinkedIn Profile](http://www.linkedin.com/in/keegan-hartle-87395918a)

[Portfolio Website](http://www.keeganhartle.weebly.com)

**Education**

**Washington State University                                                                          Graduated 05/2016**

Bachelor in Management of Information Systems and Entrepreneurship

                    Minor in Business Economics

**Skills & Responsibilities**

* Management of digital assets related to workflows and training.
* Agile project management experience.
* Responsible for writing and updating workflows and standard operating procedures (SOPs).
* Acting subject matter expert (SME) in short-term and long standing projects.
* Leader of requirement gathering from management, engineers, and other SME.
* Comfortable with digital ticketing systems for customer/company issue tracking and communications.
* Facilitation of frequent collaboration with cross-functional departments from around the globe.
* Participated in data deduplication efforts using Extract, Transform, and Load (ETL) practices.
* Extensive Microsoft Office Suite and Google Suite experience.
* Consulted with small businesses for financial and major purchase decisions.

**Technical Expertise**

* Google Suite; Gmail, Google Docs, Google Sheets, Google Slides, and Google Analytics
* Microsoft Office Suite; Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Visio, and Microsoft Access
* Microsoft OneNote (Confluence-equivalent project management software)
* Microsoft Visual Studio
* Jira
* Google SQL/BigQuery
* SQL statement development and dashboard creation in PLX/Google Data Studio
* Microsoft SQL Server Suite; Management Studio (SSMS), Analytic Services (SSAS), Reporting Services (SSRS), and Integration Services (SSIS)
* Tableau
* Markdown
* HTML
* GIS Software
* Photoshop

**Work Experience**

**Automated Workflow Solutions Specialist, *ISR Division Systems*, Remote 04/2023 – Current**

* Process Discovery & Consulting: Partnering with stakeholders to gain deep insights into their business processes, uncover pain points, and identify areas for improvement.
* Visio Proficiency: Utilizing advanced Visio capabilities to create comprehensive process flow diagrams that capture complex workflows with precision and clarity.
* Workflow Optimization: Streamlining operations by implementing automated workflow solutions using our proprietary engine, resulting in increased efficiency and reduced costs.
* Interpersonal Excellence: Building strong relationships with partners and effectively communicating solutions, ensuring a collaborative and results-driven approach.

**Technical Writer – Workflow Analyst, *Google*, Bothell, WA 09/2020 – 10/2022**

* Acting technical writer for new and existing projects and processes.
* Spearheaded policy and workflow requests for 3+ teams.
* Creation of decision trees, training slides, and other educational material.
* Mentoring dozens of operators on new and existing projects and initiatives.
* Uploading and maintaining the internal documentation database.
* Managing concurrent projects with competing deadlines.
* Technical environment; Google Suite, Google SQL/BigQuery, Dashboard Creation, ETL and other data preparation activities, Markdown.

**Assistant Project Manager, *Google*, Bothell, WA 05/2018 – 09/2020**

* Directed a high production team of Visual Data Specialist/Operators who map user feedback, review map images, properly identify businesses and buildings, determine if changes are necessary, and update as needed.
* Guided team of 10+ members through analyzing data and performing quality control per policies.
* Crafted appearance of dozens of customer-facing community events affecting millions of people worldwide per quarter; ensured all event maps were properly updated and labeled appropriately.
* Educated engineers and upper-management about job role, inviting them to observe the ultra-detailed scrutiny involved in producing quality, updated product; provide input on goals, scope, workflow, challenges, and potential improvements.
* Designed weekly reports using SQL generated metrics.
* Technical environment; Google Suite, Report Writing, Team Management, HTML

**Scoring Specialist, *Measurement Incorporated,* Lynnwood, WA 05/2017 – 06/2018**

* Graded state tests (the Smarter Balance) based off of predefined guidelines, for both Math and English.

**Customer Service Representative, *Premera Blue Cross*, Mountlake Terrace, WA 10/2017 – 03/2018**

* Supplied phone based customer and provider support.
* Used a digital ticketing system (Facets).
* Entrusted to work with confidential information.

**Manufacturer, *Cardlock Vending*, Monroe, WA 12/2013 – 07/2016**

* Production and supply chain logistical support while attending college: Manufactured primary product—electronic fleet fueling controls and device controls—on production line; performed shipping duties, inventory control, purchasing admin support, product labeling, and binding.