**Keegan Hartle**

Cell Phone: (206)-697-3735

Keegan.Hartle@gmail.com

**Summary**

Highly motivated, collaborative Technical Writer with over 3+ year of experience designing internal support and learning documentation. Expert at breaking down and communicating highly complex systems and processes. Leverages data analyst skill set with healthcare and large tech industry experience to exceed client expectations consistently.

**Education**

**Washington State University                                                                          Graduated 05/2016**

Bachelor in Management of Information Systems and Entrepreneurship

                    Minor in Business Economics

**Skills**

* 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 and engineers.
* 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.

**Data Analysis Software**

* Google SQL/BigQuery
* SQL Server Management Studio (SSMS)
* SQL Server Analytic Services (SSAS)
* SQL Server Reporting Services (SSRS)
* SQL Server Integration Services (SSIS)
* Microsoft Access
* Microsoft Visio
* Microsoft Visual Studio
* SQL statement development and dashboard creation in PLX.
* Dashboard creation in Tableau

**Work Experience**

**Technical Writer – Workflow Analyst, *Google* via *Cognizant*, Bothell, WA       09/2020 – Current**

* 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 Specialist - Workflow, *Google* via *HCL Technologies*, 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.

**Scoring Specialist, *Measurement Incorporated* (Contract)*,* 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* (Contract), 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* (Contract),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.