Kristi Chastain

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Education
Graduate Certificate (GS) | May 2024 | Kennesaw State University (KSU), Kennesaw, GA
Major: Data Analytics & Intelligent Technology

Master of Business Administration (MBA) | December 2020 | University of West Georgia (UWG), Carrollton, GA

Bachelor of Science (BS) | May 2017 | University of West Georgia (UWG), Carrollton, GA
Major: Computer Science

Skills
- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook, Teams, OneNote)
- Business Intelligence Tools (Tableau, Power BI)
- Google Suite (Gmail, Docs, Sheets, Drive, Slides, Colab)
- Web Conferencing Software (Zoom, Microsoft Teams, WebEx, Google Meet)
- Qualtrics Experience Management (XM) survey software
- D2L Brightspace Learning Management System
- Posit Connect / Posit Cloud
- Data Analysis Tools (Tableau/Tableau Prep/Tableau Cloud, Power BI, Microsoft SQL, Python, R)
- Ability to balance stakeholders' needs to accomplish organizational goals and strategic initiatives
- Accurate, detailed, and organized
- Time management and ability to prioritize multiple competing tasks in a fast-paced environment
- Strong critical thinking, analytical, and problem-solving skills
- Very experienced in using multiple web applications to meet various needs
- Confidentiality of sensitive and protected information
- Superior written communication skills, including spelling, grammar, and persuasion
- Excellent interpersonal skills, including active listening, teamwork, flexibility, and positive attitude
- Ability to interact in a diverse, multi-cultural community

Professional Experience
DATA ANALYST | USG eCAMPUS | JANUARY 2023 to PRESENT
- Direct support to USG eCampus teams, affiliate university and college partners, the USG, and other stakeholders in taking raw data and interpreting it to form meaningful conclusions and develop insights based on analysis.
- Engage with USG eCampus internal teams and stakeholders to understand their analytical needs, evaluate key performance metrics, and analyze trends.
- Perform ad hoc analyses to discover actionable information supporting strategic decision-making.

- Synchronize and develop complex data analysis and presentation of key metrics related to benchmarks that support program integrity and student success and outcomes in multi-institutional programs.
- Leverage enterprise business intelligence tools and platforms to develop informative dashboards and reports.
- Develop and administer surveys in Qualtrics and Survey Monkey and compile survey reports.
- Maintain the accuracy and quality of data extracts.
- Support program fact book and report generation to include data analysis and display.
- Support testing services and proctored exams.
- Critique platform tool use, such as CRM, and develop & implement improvement processes.
- Student engagement and outreach in support of the program and student success.

AVP, TEAM LEAD – CONSUMER REAL ESTATE LOAN DOCUMENTATION | BANK OZK | AUGUST 2021 to DECEMBER 2022
- Provide leadership and manage daily workflow assignments for a team of 12 consumer real estate loan documentation specialists.
- Assists team members with any questions or issues regarding work responsibilities.
- Review department productivity and verify all required due diligence and documentation is completed correctly, efficiently, and in accordance with standard operating procedures, including bank and department-established protocol.
- Monitors errors and performs root cause analysis to develop training and coaching for team members to ensure quality standards are met and customer focus is emphasized.
- Provide feedback on department activities by compiling data and preparing various monthly reconciliation reports.
- Review and maintain records for the department's general operating procedure documentation.
- Prepare loan packages for Bank OZK employees, ensuring confidentiality is maintained.
- Perform ongoing quality assurance reviews to ensure policies and processes are followed.
- Train new loan documentation specialists and ensure all staff are trained in new procedures.
- Collaborate with bankers and various members of the bank's credit management and loan operations teams to answer questions and provide problem resolution and guidance on loan policy and procedures pertaining to documentation requirements as needed.
- Utilize critical thinking to identify areas for process improvement and increased efficiency.
- Assist with planning, testing, and implementing a new loan origination system for consumer real estate loans.
- Process attorney and title company invoicing for loans closed in-house and enter the data in the Bank's accounts payable software.

EDUCATIONAL PROGRAM SPECIALIST | USG eCAMPUS | JANUARY 2018 to AUGUST 2021
- Provide higher education administrative and operational support services to the University System of Georgia eCampus end users of the eCampus proctored exam system.
- Collaboration with stakeholders in the eCampus proctored exam model, including ongoing support for:

- o Students from all partner institutions, providing an array of test proctor options, assisting in selecting the best one aligned for the student's need, including scheduling and completing the proctored exam experience.
    - o Testing centers and proctors as needed to collectively provide the proctored exam environment
      for the student experience, including all USG institutional partner testing centers, other higher education testing centers, Dual Student high school test proctors, Military installations, online proctors, and independent testing proctors and test centers.
    - o Online learning faculty to initialize proctored exam system at the beginning of each semester and session.
    - o Testing vendors to manage and operate the proctored exam environment.
    - o eCampus Curriculum & Instruction and Instructional Design teams as needed for proctored exam assistance D2L LMS.
- Provide outreach to students with proctored exam issues and student success-assigned students needing at-risk or withdrawal support.
- Coordinate with stakeholders on the design, implementation, operational support, and process improvements analysis of the eCampus proctored exam system, including QA and functionality testing of process changes.
- Formulate and implement policies related to testing integrity and processes to ensure compliance with SACSCOC and USG.
- Prepare surveys and questionnaires using Qualtrics to support the eCampus proctored testing and learning support needs.
- Analyze testing-related financial information to use resources and procedures efficiently and provide strategic recommendations.
- Assist with collecting, analyzing, and preparing raw data related to proctored exams using Excel and Tableau for data analysis and report generation for inclusion in the eCore factbook.
- Assist with the gathering of raw data extracts from the Brightspace LMS and USG SIS via INGRESS for analysis of testing-related data throughout each academic semester to monitor midterm and final exam parameters to ensure the accuracy and integrity of exam settings to identify potential issues before they have an impact to the student experience.
- Use Tableau to manipulate, analyze, quantify, and present data to USG testing centers through visual reports on testing volume.
- Research emerging trends in proctored exams and other distance learning technologies to promote scalability and accessibility of the proctored exam system.
- Maintain FERPA compliance to ensure the confidentiality of student information.
- Participate with the Student Success Team, providing student engagement, telephone support, and email correspondence to students enrolled in eCore and eMajor courses.
- Aid in research regarding student appeals resulting from proctored exam challenges.
- Review eCore and eMajor web content for changes when procedures and processes are modified.

ASSOCIATE SOFTWARE ENGINEER | GREENWAY HEALTH | JUNE 2015 to JANUARY 2018
- Part of a team providing software development and programming, quality assurance testing, functionality testing, debugging, and documentation, including appropriate change management processes for an enterprise-level web application utilized by Greenway's Revenue Cycle Management group serving healthcare clients.

- Worked with stakeholders to identify and correct over 70 escaped defects and implemented new features that satisfied over 60 user stories. These development efforts directly impacted multiple areas of the application, increasing user efficiency and providing a more pleasing user experience.
- Primary back-end developer implementing a new feature to display real-time insurance eligibility data received from the companion electronic health record application.
- Collaborated with database engineers on database management and programming; created and maintained Microsoft SQL relational database tables and stored procedures.
- Coordination with product managers and stakeholders to implement the project plan by analyzing customer requirements and designing them into properly documented user stories.
- Coordination with quality assurance team members to test implemented changes.

COMPUTER SCIENCE DEPT STUDENT ASSISTANT | UNIVERSITY OF WEST GEORGIA | AUGUST 2013 – APRIL 2015

REAL ESTATE ADMINISTRATIVE ASSISTANT | KRISTI NAVARRE, AGENT | APRIL 2012 – MAY 2013

MULTIPLE POSITIONS | COMMUNITY & SOUTHERN BANK | OCTOBER 1999 – DECEMBER 2011
- Preclosing Audit Team Lead
- Executive Administrative Assistant
- Loan Assistant / Loan Processor
- Customer Service / New Accounts Representative
- Teller

Certifications
Qualtrics Platform Essentials Certification, April 2021
Qualtrics CoreXM Expert Certification, June 2023

Training - Other
Google Data Analytics Professional Certificate, Coursera, April 2023
Thinking Like an Analyst, Maven Analytics, October 2023
Microsoft Power BI Desktop, Maven Analytics, November 2023
Getting Started with R, R for the Rest of Us (David Keys), May 2024
Machine Learning Foundations Learning Path, Maven Analytics, June 2024
Fundamentals of R, R for the Rest of Us (David Keys), October 2024