

KRISTI HERZOG

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SUMMARY OF QUALIFICATIONS

- 4 1/2 years of hands-on work experience including database, networking, and customer service experience
- Customer Relations: building strong rapport with new and existing clientele
- Strategic Customer Satisfaction: predicting, identifying, and exceeding customers' wants and needs
- Negotiations and Conflict-Resolution: resolving discrepancies between customers and employees
- Project Management: successfully completed each stage of a software implementation project for 10+ projects
- Leadership: led project implementations on customer sites lasting 2 to 4 weeks at a time in offices of 3 to 20 people

EDUCATION

University of Colorado at Boulder – Leeds School of Business

Boulder, CO

MBA with an emphasis in real estate and finance

May 2015

- **Relevant Courses:** Real Estate Principles, Applied Financial Management, Corporate Finance, Financial Accounting, Quantitative Methods, Corporate Strategy, Decision Modeling, Economics for Managers, Economics II, Socially Responsible Enterprises
- **Activities:** Graduate Real Estate Association

University of Colorado at Boulder

Boulder, CO

B.A. in Mathematics

August 2008

- **Activities:** Member of Alpha Omicron Pi sorority, Philanthropy chair of Alpha Omicron Pi for one year
- **Study Abroad:** Summer 2007 in Annecy, France

EXPERIENCE

Tyler Technologies

Lakewood, CO

Implementation Consultant

October 2008 – July 2013

- Appropriately configured software for county employees of assessor's offices and treasurer's offices
- Determined data conversion necessities for clients to be delivered to the conversion team of Tyler Technologies
- Reviewed converted data with client upon completion of the conversion
- Presented conversion issues to conversion team to be fixed with specifics on correct conversion
- Discovered causes of operating errors and troubleshoot software problems and configuration issues
- Trained 100+ county professionals to successfully use software to perform their everyday duties such as appraising property values, calculating tax amounts, collecting taxes, distributing taxes, and balancing books
- Ensured that objectives of projects were accomplished in accordance with outlined priorities
- Analyzed results of operations to discover more efficient ways to utilize resources which resulted in my creation and implementation of tools such as skill booklets for clients to use during training, checklists for the implementation process, and a project implementation binder for clients to follow each step of the project

Mathnasium

Lafayette, CO

Tutor

August 2008 – Oct 2008

- Tutored 20+ adolescents in all levels of mathematics including arithmetic, algebra, geometry, algebra II, pre-calculus, and calculus
- Utilized Excel for administrative purposes including maintaining customer lists with contact information and payment information

LEADERSHIP

Alpha Omicron Pi

Boulder, CO

Philanthropy Chair

2006 – 2007

- Organized fundraising event with 400 guests that raised \$1,200 for charity for adolescent arthritis
- Participated in other philanthropy events, benefiting charities

Civic Committee of Tyler Technologies

Lakewood, CO

Member

2009 – 2010

- Organized community service events for the Lakewood division of Tyler Technologies, including a Habitat for Humanity project

INTERESTS

- Real estate and finance
- Philanthropy and community service activities
- Half marathon runner
- Certified to teach yoga by Core Power Yoga