

Mara Rice

📞 (608) 555-2741 ✉️ mara.rice@example.com 💼 linkedin.com/example/mararice 📍 Madison, WI 53703

SUMMARY

Early career program analyst and 2026 Information Systems graduate with supervised experience supporting **customer support operations**, **service quality** reviews, process mapping, **governance reporting**, onboarding coordination, and cross functional project delivery. Academic projects involved collecting and analyzing service data, documenting workflows, tracking **action items**, preparing status updates, and presenting practical recommendations for simulated support organizations. Comfortable using Google Workspace, Gmail, Calendar, Docs, and Sheets, along with Slack, Zoom, Jira, and Asana. Familiar with foundational security and identity management concepts, including authentication, authorization, and identity lifecycle practices. Clear communication, careful documentation, adaptability, and sound judgment support effective coordination with varied stakeholders, issue escalation, training logistics, and operational improvement. Prepared to contribute dependable program support while continuing to grow through supervised, hands on learning.

EDUCATION

Bachelor's Degree in Information Systems
University of Wisconsin Madison GPA: 4.0
Coursework: Program management, business process analysis, information security, service operations

2026
Madison, Wisconsin

TECHNICAL SKILLS

- **Google Workspace:** Gmail, Google Calendar, Google Docs, Google Sheets
- **Collaboration Platforms:** Slack, Zoom, Google Chat
- **Project Management Tools:** Jira, Asana, task tracking
- **Data Analysis:** Data collection, data cleaning, descriptive analysis
- **Process Analysis:** Process mapping, workflow assessment, handoff analysis
- **Program Reporting:** Status reporting, governance reporting, action tracking
- **Customer Support Operations:** Support intake, escalation management, service quality
- **Training Operations:** Onboarding coordination, enablement, training materials
- **Identity Management:** Authentication, authorization, identity lifecycle
- **Documentation Tools:** Meeting notes, research summaries, process documentation

SKILLS

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|----------------------------|-------------------------------|-----------------------------|-----------------------|
| • Program coordination | • Governance reporting | • Stakeholder communication | • Jira |
| • Data collection | • Customer support operations | • Google Workspace | • Asana |
| • Basic data analysis | • Onboarding coordination | • Slack | • Identity management |
| • Business process mapping | • Training enablement | • Zoom | |

EXPERIENCE

Customer Support Program Analyst, Capstone Project
Academic Capstone

January 2026 - May 2026
Madison, Wisconsin

Supported a semester long support operations analysis for a simulated software service organization. Coordinated workflow analysis, data review, governance style reporting, action tracking, and enablement activities across four functional groups under faculty supervision.

- Mapped intake, escalation, **onboarding**, and resolution workflows across four simulated support groups.
- Cleaned 1,200 support records in Google **Sheets** and summarized recurring service patterns.
- Created process maps clarifying handoffs, decision points, escalation paths, and customer communication.
- Tracked **action items** in Jira and surfaced schedule risks through weekly status summaries.
- Coordinated Zoom training sessions and follow up records for 18 student **support engineers**.
- Presented **partner analysis** and **service quality** recommendations during faculty reviewed governance discussions.

Program Operations Research Assistant, University Research Lab
University Research Lab

September 2025 - May 2026
Madison, Wisconsin

Conducted supervised research on service operations, quality practices, process consistency, and introductory **identity management**. Supported a five person student team through structured analysis, documentation, task coordination, and escalation of ambiguous findings.

- Compared published **service practices** and documented quality and responsiveness measures for faculty review.
- Built traceable observation tables in Google Sheets using basic descriptive analysis methods.
- Managed Asana tasks, due dates, dependencies, and meeting actions across five student researchers.
- Drafted research summaries and progress updates in Google **Docs** for **stakeholder communication**.

- Tested sample workflows against established criteria and recorded exceptions for review.
- Researched **authentication**, authorization, and **identity lifecycle** concepts for a case study.

Service Process Improvement Analyst, Course Project

January 2025 - May 2025

University Course Project

Madison, Wisconsin

Analyzed a simulated customer service operation and translated findings into workflow, governance, training, and performance recommendations. Coordinated supervised team delivery while documenting assumptions, limitations, stakeholder roles, and implementation steps.

- Analyzed 600 simulated service cases and documented delays, rework points, and handoff issues.
- Developed process maps and **governance** matrices showing owners, **stakeholders**, and escalation expectations.
- Coordinated team deadlines through Google **Calendar** and **Asana** for consistent delivery.
- Prepared Sheets based summaries connecting observations with performance standard recommendations.
- Organized training simulation materials, facilitator guidance, and structured participant feedback.
- Presented recommendations with transparent assumptions, documented limitations, and an implementation sequence.

PROJECTS

Support Operations Workflow Review 📅 2026

Mapped customer intake, escalation, onboarding, and resolution workflows for a simulated support organization. Findings clarified handoffs, action ownership, service quality concerns, and practical improvements for faculty review.

Identity Management Case Study 📅 2026

Researched authentication, authorization, and identity lifecycle concepts through supervised academic analysis. Documentation connected foundational security practices with support operations and service process evaluation.

LEADERSHIP & AWARDS

- Dean's List recognition received during 2025 and 2026 for sustained academic performance.
- Undergraduate Service Operations Research Recognition received in 2026 for applied academic analysis.
- Capstone Presentation Distinction received in 2026 for clear operational recommendations and presentation quality.

CERTIFICATIONS

- Google Project Management Professional Certificate 📅 2026
- Microsoft Learn Career Essentials in Project Management 📅 2025

PROFESSIONAL AFFILIATIONS

- Project Coordinator, Student Project Management Association, 2025 to 2026, supporting peer delivery and shared accountability.
- Peer Academic Mentor, School of Business, 2025 to 2026, helping students organize coursework and project commitments.
- Campus Technology Service Volunteer, 2024 to 2025, supporting practical technology service needs across campus.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST