

KELLEE CRAFT

| CLIENT SUPPORT SPECIALIST

TECHNICAL QUALIFICATIONS

Client Support Specialist has a wide variety of responsibilities, including assisting with the development and maintenance of client and internal websites, assisting users in membership and conference registrations, and general administrative support functions.

RELEVANT PROJECT LEVEL EXPERIENCE

Association of Transportation Safety Information Professionals (ATSIP) Technical Support (2013 – current) Client Support Specialist on contracts involving member relations, creation and maintenance of the ATSIP and Traffic Records Forum websites, the members-only website using Oracle Application Express (APEX), and publication of newsletters. **Key Products Delivered:** *software development, website development, support of membership and forum registration systems.*

NHTSA Traffic Records Outreach and Technical Assistance Initiatives (2014-current).

Assisted with program planning and data analysis with system testing of the Traffic Records Information Program Reporting System (TRIPRS) and State Traffic Records Assessment Program (STRAP) online systems. **Key Products Delivered:** Support of programming functions and system testing, general administrative functions.

NHTSA Section 405 (c) Assessment Support (2013-current). Data entry and programming support with system testing of the Traffic Records Information Program Reporting System (TRIPRS) and State Traffic Records Assessment Program (STRAP) online systems. **Key Products Delivered:** Support of programming functions and system testing, general administrative functions.

Ohio Counties Engineer Association Data Scrubbing (2012-2014). Performed data clean-up, crash location on a micro level by handling challenging crashes and processing individual site summaries and utilizing GIS to locate crashes and process final deliverables, crash diagramming, maintenance of system programs and tables. **Key Products Delivered** Compilation and providing materials to clients for deliverables, meetings and conferences.

Credentials

ACADEMIC BACKGROUND

Graduated from Hamilton Township High School, Columbus, Ohio

YEARS OF EXPERIENCE

10

PROFESSIONAL AFFILIATIONS

Association of Traffic Safety Information Professionals

EXPERTISE AREAS:

Customer Support

