Katelyn Johnson

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Professional Summary

A current masters Student committed about leveraging drive for innovation and organizational growth, with the ability to influence teams and stakeholders through a fresh, empathetic mindset. Committed to helping businesses succeed across industries by combining strategic thinking, technical expertise, and a people-centered approach. With experience spanning multiple industries, including technology, finance, education, nonprofit organizations, and healthcare. Experienced in strategic leadership and operational support, technical transformation, program and IT project execution, client relationship management, AI implementation, data analysis, financial management, application planning, and architecture development.

Education

Master of Science (M.S.), Information Systems Management - University of Arizona Global Campus – In Progress

Bachelor of Science (B.S), Computer Science - Tennessee State University

- Designed and implemented a mobile robot system that utilized speech recognition to interpret human commands and using machine learning to autonomously navigate to specified locations within a mapped room. The project integrated voice input processing, localization, and path-planning, enabling the robot to understand verbal location references and execute navigation tasks with accuracy.
- Developed a robotic safety system application using **.NET framework and C#** within Visual Studio to integrate speech recognition and mobile robotics. The system enabled a robot to navigate a mapped environment by interpreting verbal commands and referencing predefined locations through machine learning models. The application prioritized safety protocols while managing communication between the robot and operator interface.

Professional Experience

Account Coordinator | (Contractor) Microsoft Elevate -Tech for Social Impact

Oct 2025 – July 2026

- Administered nonprofit customer engagements involving **AI adoption**, **Microsoft Copilot, digital transformation, account strategy, licensing, data modernization,** and customer project follow-through.
- Executed executive-ready agendas, meeting summaries, action-item trackers, customer communications, and structured follow-up documentation for account teams and stakeholders.
- Coordinated account territories, opportunities, customer status updates, executive event planning, and stakeholder next steps using Microsoft tools including **Dynamics 365**, and more.

Associate Project Manager | Voya Financial – Technology Enterprise PMO

Jan 2023 — Jul 2025

- **Oversaw** the delivery of **10+ FinTech projects** and more at Voya Financial, including compliance/audit efforts, large-scale database migrations, and application modernization. **Managed scope, timelines, risks, and global cross-functional teams** through all phases of the **SDLC** to ensure successful **implementation** and delivery of projects.
- Produced, maintained, and executed project documentation including financial forecasts, scorecards, implementation timelines, and stakeholder reports, while managing scope, schedules, and budgets using both **Waterfall and Agile hybrid methodologies**.
- Facilitated project meetings, kickoffs, and reviews; independently delivered executive-level presentations to stakeholders and leadership.
- Leveraged enterprise tools such as **Microsoft 365, Microsoft Project, Clarity, Tableau, ServiceNow, and IBM ELM** to support collaboration, project reporting, and **quality assurance/user acceptance testing (QA/UAT) tracking**.

IT Health Solutions Architect Intern | Voya Financial – Technology Health Services & Applications

May 2022 — Aug 2022

- Assisted in **designing, deploying, reviewing, and maintaining conceptual, logical, and physical data models** for Health Solutions Platforms at Voya Financial.
- Contributed to the development of the Health Solutions architecture by assisting with information architecture, evaluating the application portfolio, and supporting the design of technical architecture to align with enterprise standards.
- Supported the Health Solutions Architecture team at Voya Financial by modeling application interfaces, websites, and databases within the **LeanIX platform** , providing insight into system dependencies and architectural changes across multiple internal and external platforms.

Software Developer | IBM Accelerate

May 2022 — Aug 2022

- Utilized technologies including **Visual Studio, GitHub, HTML5, and JavaScript to design, develop,** and manage web and software applications.
- Gained expertise in **problem solving for full-stack development projects**, working on **both front-end and back-end platforms**. Experience includes building and deploying web applications, implementing APIs for data integration, and ensuring efficient functionality across the development stack.
- Obtained an **IBM Software Development Certification**, demonstrating proficiency in programming, **application design**, and development best practices.

SMB, EDU & Non- Profit Direct Sales | Microsoft , Marketing Consumer Business (MCB)

Dec 2019- Oct 2022

- **Managed and initiated relationships with over 100 SMB accounts** with company standing leaders, CEOs', CTO's and within multiple institutions across southeastern region of North America.
- Cross Collaborated with multiple teams internally and externally via partner network and internal organizations to **solve and provide solutions for customer issues such as technical deployment and service migrations** as well as lead trainings for managed accounts.
- Conducted industry research to identify **(SaaS, PaaS,& IaaS)** solutions and cross-collaboration opportunities tailored to customer goals.
- Built and maintained (B2B) relationships with decision makers at small to medium size non-profit businesses and educational organizations within public sector industries, through social, digital, video, demos, chat, phone and in person conversations, as well as, creating connections through technical partners within the company's ecosystem.
- Managed, monitors, and ensures timely, accurate, and comprehensive updates related to current customer journey utilizing platforms such as **Power BI, Dynamics 365, CRM and MSX systems**

Assisted Sales – Lead Development | Microsoft, Marketing Consumer Business (MCB)

Jan 2018 – March 2021

- Provided oversight for Microsoft's technology deployment at Shelby County Schools (TN), managing software installation, end-user profile configuration, and onsite readiness. Delivered training sessions to staff on equipment use, troubleshooting, and ongoing maintenance.
- Created targeted email advertising to engage new consumers and re-establish relationships with past clients, driving lead generation and supporting regional growth initiatives.
- Partnered with peers across multiple pilot sites to support the roll-out of new programs, delivering virtual collaboration and customer service support to ensure successful adoption across the organization and within CRM.
- **Delivered and developed 22.5% of the Eastern Market Region's leads,** achieving 102.3% first-contact rate within one day **(9.3% above market average),** and **generated 16.67% of the region's opportunities** through lead development and marketing efforts.

Projects

Voya Financial
Delivered:
Automatic Account Realignment — $425K
Delivered Platform Upgrade Retire Presto — $336K
Delivered SECURE Act 2.0 — $215K,
Managed RMD Corrections — $120K
Pay Period Match Enhancement — $100K,
Managed Takeover Cycle-Time Reduction — $76K
Managed MEP/PEP/DCG Reporting — $55K,
Managed Payroll Automation — $53K,
IRS 1042 eFile Compliance — $35K
Supported:
BlackRock MyLifePath — $1.5M+

Technical Skills & Certifications

- *IBM Accelerate* **Software Development Certification**
- **Microsoft Innovative Educator (MIE) recognition**
- *PMP Project Management Institute – Exam approved - in-progress status*
- Languages: Python, Java, Visual Studio, .NET, C#, HTML5, JavaScript
- Project Management: Scope, Budget & Risk Management, Microsoft Project, Microsoft 365, Excel, Tableau, Power BI (Reporting & Dashboards), LeanIX (Architecture Modeling), Time Management & Prioritization, Problem Solving, Prompt Engineering, Data Driven Forecasting, Data Literacy.
- Technical Sales : Dynamics 365, HubSpot, CRM Management, Data Analysis, Client Managememnt, Account Management, Forecasting, Mid-level Impact deals, Market Research.