

A large white circle containing the letters 'KM' in a bold, black, sans-serif font.

Karen Miller

ABOUT ME

An experienced IT management consultant with over eight years of experience helping organizations optimize their IT infrastructure and digital strategies. Karen excels at integrating technology with business processes to drive operational efficiency and competitive advantage.

PROFESSIONAL EXPERIENCE

IT Management Consultant | Accenture, San Francisco, CA

January 2013 – Present

- Developed IT strategies that reduced system downtime by 30% and enhanced operational efficiency.
- Led digital transformation initiatives for major clients, resulting in a 20% increase in ROI.
- Coordinated technology integration projects across multiple business units.

IT Analyst | IBM, San Jose, CA


June 2007 – December 2012

- Supported IT operations and implemented process improvements, reducing operational costs by 15%.
- Assisted in integrating new IT solutions and improving system reliability.
- Conducted data analysis to drive decision-making processes.

PROFESSIONAL DEVELOPMENT

- ITIL Foundation Certification

CONTACT

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 LinkedIn | Portfolio

EDUCATION

- MBA in Information Technology
University of California
Berkeley, CA | May 2011
- BS in Computer Science
San Jose State University
San Jose, CA | May 2007

KEY SKILLS

- IT Strategy and Planning
- Digital Transformation
- Process Improvement
- Technology Integration
- Change Management