

KRISTINE WALKER

Frisco, TX | Lkwalker2969@gmail.com | [linkedin.com/in/meetkristinewalker](https://www.linkedin.com/in/meetkristinewalker)
Senior Analyst | Data Systems, Data Governance & Process Improvement

PROFESSIONAL SUMMARY

Senior Analyst with 20+ years of experience managing enterprise workflow and data systems, protecting data integrity, and using data-driven analysis to find the root causes of problems and build better business processes. Administered a workflow platform supporting approximately 54,000 reporting requests a year, defining the validation rules, status controls, and audit trails that kept its data reliable through SOC 1 and SOC 2 audits. On assignment with Charles Schwab, mapped the data behind 300+ executive “Metrics that Matter,” using SQL and Colibra to find where data originated and who owned it. Skilled at turning business needs into technical requirements, building Excel and BI reporting, writing user documentation and training guides, and explaining complex technical topics in plain terms to working teams and executives.

CORE COMPETENCIES

- Data Systems Management
- Data Governance & Data Integrity
- Metric Definition & Alignment
- Root Cause Analysis
- Large Data Set Analysis
- Excel & BI Reporting
- Business & Technical Requirements
- Systems Enhancement & Change Requests
- Process Improvement & Redesign
- Dashboards & KPI Reporting
- Audit Trails & Controls (SOC 1/SOC 2)
- Project Coordination & Prioritization
- User Documentation & Training Guides
- SOPs & Process Documentation
- User Training & Adoption
- Cross-Functional Collaboration
- Executive Communication
- Agile / Scrum

PROFESSIONAL EXPERIENCE

Altair Global Relocation, LLC
Compliance Analyst

April 2026 – July 2026
Frisco, TX

- Gathered, organized, and maintained control evidence across multiple business areas to prepare the Compliance team for SOC 2 audit activities.
- Documented and updated policies and procedures supporting SOC 2 trust service criteria and control requirements.
- Gathered requirements during SOC attestation reviews and documented control and process changes from prior audit periods.
- Coordinated control observation sessions among internal stakeholders, audit teams, and external auditors.
- Tracked audit requirements, deadlines, open items, and cross-functional deliverables across competing priorities.
- Translated technical, control, and compliance requirements into plain-language documentation for RFP and proposal activities.

eXp Realty — Escalante Group
Operations & CRM

June 2025 – April 2026
Frisco, TX

- Administered CRM data, transaction workflows, and client communications for a team producing more than \$100M in annual volume.
- Evaluated CRM workflows and system capabilities against business requirements, lead management, and operational processes.
- Trained and refined an AI response layer within a CRM-based outreach environment, reviewing system outputs and correcting responses before live use.
- Partnered with technology platform representatives to define website, CRM, lead-capture, and lead-ranking requirements.
- Translated operational needs into technology and workflow improvements across multiple stakeholders.

Procom Services
Consultant, Data Analytics

October 2024 – December 2024
Assignment with Charles Schwab

- Supported an executive-driven data mapping project for 300+ “Metrics that Matter,” tracing where each metric’s data originated by reading report SQL and following it back to AWS cloud data sources.
- Used Colibra, a data governance platform, to search data sets, identify data owners and confirm where data originated.
- Worked from the documented outputs of 20+ business-unit knowledge-capture sessions held before the assignment, organizing requirements, decisions and dependencies.
- Researched datasets and data elements across Jira and Confluence to support data lineage and requirements analysis.
- Maintained SharePoint documentation for data processes, requirements and system enhancements.

Altair Global Relocation, LLC
Reporting Coordinator

January 2013 – November 2023
Frisco, TX

- Named 2019 Employee of the Year — nominated by a peer and selected by the executive team.

- Served as Platform Administrator for SmartQ, a Jira- and Confluence-equivalent workflow platform supporting approximately 54,000 reporting requests annually.
- Served as liaison between business owners and technical teams to define reports; supported the Business Analyst team with requirements review and testing, maintained client reporting matrices, and conducted annual report-subscription reviews.
- Defined status transitions and field-validation rules across cross-functional ticket queues to protect data integrity and workflow consistency.
- Conducted daily audits of workflow data to verify required information, correct routing, and compliance with established controls.
- Monitored field-level change histories and maintained audit trails supporting SOC 1 and SOC 2 assessments; configured permission schemes and provisioned user access across departments.
- Managed development, enhancement, reporting, and change-request workflows; gathered complex reporting requirements, including forecasting and budgeting, and translated them into specifications and user stories.
- Built compliance reporting filters and system-metrics dashboards that automated evidence collection and improved visibility into system activity.
- Supported SOC 1 and SOC 2 audits involving 180 controls, coordinating control owners, auditors, evidence, and internal stakeholders.
- Diagnosed a manual bottleneck affecting 100+ annual client business reviews and designed a structured SharePoint workflow using existing company resources.
- Led rollout across accounting, vendor services, client services, and sales, training users through the change; improved reporting efficiency by 40% and reduced manual reporting time by 60%.
- Partnered with leadership to create the department's first standardized operating procedures and reporting handbook.
- Tracked SLA and KPI performance and prepared executive reporting and presentations for Director- and EVP-level stakeholders.
- Authored technical and statistical responses for approximately 90 RFI/RFP opportunities annually, turning complex reporting and technology information into business-facing content.

Ericsson, Inc.
Sourcing Specialist II

December 2011 – December 2012
Plano, TX

- Supported implementation of a supplier registry portal that centralized vendor information and improved stakeholder access to supplier data.
- Developed reporting on supplier participation and bid-submission activity for internal stakeholders.
- Streamlined the supplier agreement approval process to improve turnaround time.

VRM, Co.
Asset Manager

December 2008 – May 2011
Carrollton, TX

- Introduced Agile methodologies within non-IT operations, improving nationwide disposition delivery times by 40%.
- Implemented a streamlined workflow system that increased overall productivity by 20%.
- Established KPIs and managed vendor performance against defined compliance standards.
- Achieved 115% of annual recovery targets through contract negotiation and performance management.

McLeod USA
Strategic Account Manager

1999 – 2004
Dallas, TX

- Led solution support for complex billing and technical service issues while maintaining a 95% client satisfaction rate.
- Conducted recurring business-risk assessments with billing and technical teams to identify the root causes of service issues.
- Reduced escalation rates by 40% and repeat inquiries by 50% through proactive issue identification and cross-functional resolution.

EDUCATION

Bachelor of Business Administration (BBA)
Sam Houston State University — Huntsville, TX

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Applied Business Science Certificate, Concentration in Business Analytics — Texas Tech University Online, 2024 (coursework: SQL, Tableau, Data Modeling, Data Visualization, KPI Reporting)
- SOC 2 Certified Master Implementer — Scytale
- Certified ScrumMaster (CSM)
- Project Management: Scope, Scheduling & Cost I & II — AT&T School of Business
- Excel & Business Analysis Fundamentals — RelCalc Academy

TECHNICAL SKILLS

Data & BI: Microsoft Excel (Pivot Tables, VLOOKUP), Power BI, Tableau, SQL, Data Modeling

Systems & Workflow Platforms: SmartQ (Jira-equivalent administration), Atlassian Jira, Atlassian Confluence, BMC Remedyforce, SharePoint, Follow Up Boss CRM

Productivity & AI: Microsoft Office Suite, PowerPoint, Word, Monday.com, Slack, Microsoft Copilot, Claude