

# KRISTINE WAGNER

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**Engaging problem-solver with 5+ years providing excellent experiences to thousands of customers in education tech, life sciences consulting, and the ecotourism industry. Health science background with superior attention to detail, empathy, communication, writing, and analytical skills. Passionate about improving health and empowering people to be well.**

## WORK EXPERIENCE

**Chegg**, remote | *Customer Experience Specialist* | 2021

- Provide empathetic customer support through email, chat, phone, and social media using CSR software
- Log detailed reports of contacts and suggest product and process improvements base on customer experience

**Club Med + various** | *Eco-tour guide & Scuba Instructor* | 2018-2020

- Managed multinational teams of 10 instructors and 40 customers as trip leader on international dive trips
- Sold tour packages and courses while nurturing relationships with repeat customers
- Earned dozens of positive comments on TripAdvisor, with 4.87 average star rating in reviews mentioning my name
- Provided excellent customer experiences on 1000+ dives with a 100% diver safety rate (zero decompression incidents)

**Centers for Disease Control**, Rwanda | *Strategic Information Fellow* | 2017

- Maintained relationships with key health center partners while monitoring HIV programs through local site visits
- Shared data quality assessment results in technical reports and collaborated with health centers and Ministry of Health to resolve discrepancies within local data management systems
- Developed a case-based surveillance protocol for HIV collaboratively with the Rwandan Ministry of Health to longitudinally track thousands of HIV cases nationwide, leading to a 20x increase in data availability
- Improved monitoring & evaluation of CDC partners by 25% by creating a tracking tool for recording dozens of KPIs across the 6 major health partners receiving PEPFAR funding

**Cardno Chemrisk**, San Francisco, CA | *Associate Health Scientist* | 2014-2016

- Managed over \$100k in client reporting on chemical exposure for litigation support, saving clients millions in settlements
- Performed quantitative exposure and risk assessments regarding chemical exposures
- Conducted literature reviews for novel chemical exposures, adding to the internal library of chemical studies for reports
- Peer-reviewed scientific articles for publication in journals like *Applied Toxicology*

## EDUCATION

**Johns Hopkins University School of Public Health**, Baltimore, MD | 2014

- Master of Health Science in Environmental Health (honors)
- Certificate in Risk Science & Public Policy

**Johns Hopkins University**, Baltimore, MD | 2012

- Bachelor of Arts in Public Health & Spanish (honors)

## SKILLS & ACCOMPLISHMENTS

- **Languages:** English (native), Spanish (fluent), French (basic)
- **Software:** CSR, GIS, STATA, Microsoft Office (Word, Excel, PowerPoint), Outlook, Google Suite, Slack
- **Research Publication:** *The Impact of El Niño on Malaria Elimination in Peru*, analyzing malaria prevalence through Poisson Regression modeling. Poster at Epidemiology Congress of the Americas, June 2016
- **Research Publication:** *Rethinking the Health Consequences of Development in the Amazon: Oil and the Secoya Indigenous. Epidemic Proportions*. Volume 10: Issue 1, 2013

## CERTIFICATIONS

- Certified in Public Health (NBPHE 2015)
- Project Management, Monitoring, & Evaluation Training (Asia-Pacific Development Communication Centre 2017)
- TESOL (Arizona State University 2020)
- Emergency First Response/AED/CPR Instructor (EFR 2020)