

# Christian Keene

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## EDUCATION

### Washington State University

BS in Management Information Systems · Carson College of Business · GPA: 3.5

#### Study Abroad — Barcelona, Spain

Jan 2026 – May 2026

International Business · Operations Management · Technology Management

### Bellevue College

Completed 2021

AA in Business

## SKILLS

|                        |                                                                                                                                                                                             |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Technical:</b>      | SQL, Python (NumPy, Pandas, JSON), R, Java, HTML                                                                                                                                            |
| <b>Software:</b>       | Power BI, Tableau, Salesforce, Excel (advanced: modeling, pivot tables, XLOOKUP, dashboards), Microsoft Suite (Word, PowerPoint, Outlook, Teams), AI tools (Claude, ChatGPT), Wrike, Notion |
| <b>Core Skills:</b>    | Agile, Scrum, Waterfall, Jira, Go-to-Market Strategy, Supply Chain Analysis, Business Process Improvement, Cross-Functional Collaboration, Executive Reporting                              |
| <b>Certifications:</b> | Anthropic AI Fluency · Claude 101 · Google Foundations of Project Management · Bloomberg Market Concepts (in progress) · Six Sigma White Belt                                               |

## EXPERIENCE

### Customer Experience Consultant

Oct 2021 – Present

#### Apple Inc. (Apple Store)

Seattle, WA

- Managed 100+ B2B and enterprise accounts end-to-end, conducting stakeholder interviews, delivering tailored business solutions, and driving a 17% increase in revenue performance and 15% growth in new client acquisition.
- Partnered with a Solutions Engineer to optimize client operating models for device fleet deployment, managing timelines and communications across multiple concurrent engagements via CRM.
- Founded Career Café with no budget or mandate, building a peer development program from scratch that scaled to 20+ consistent attendees and contributed to 5+ internal promotions in year one.

### Generative AI Customer Experience Strategy Extern

Jun 2026 – Aug 2026

#### The Home Depot

Remote

- Developed and delivered a generative AI customer experience strategy for a Fortune 500 retailer, conducting market mapping and comparative analysis to identify AI-driven opportunities across customer touchpoints and operational workflows.
- Applied consulting frameworks to synthesize industry research and landscape analysis into actionable recommendations, translating complex AI capabilities into clear customer experience strategy deliverables for senior stakeholders.
- Leveraged generative AI tools to prototype customer engagement solutions, supporting go-to-market strategy development and communications strategy across cross-functional teams in a fast-paced remote consulting environment.

### Business & Strategy Consultant Intern

Jan 2025 – Jun 2025

#### Apple Inc.

Cupertino, CA

- Delivered an end-to-end internal consulting engagement across Legal, Finance, and Operations: conducted stakeholder interviews, performed process and data analysis across 100+ records, managed timelines, and presented findings to senior leadership.
- Identified \$100K+ in savings through structured process and data analysis, building a business intelligence reporting system that reduced reporting time by 35% and improved data quality across teams.
- Surfaced a previously unknown \$10K decision threshold through root cause analysis, rebuilt a failed data model prioritizing integrity over speed, and delivered the full migration two weeks early with zero data loss.
- Framework was adopted globally, contributing to \$500K+ in recovered costs and optimizing the client operating model across 50+ locations.

### Program Manager Intern

Jun 2024 – Aug 2024

#### Apple Inc.

Cupertino, CA

- Managed logistics and stakeholder engagement across 10+ community partner organizations, coordinating timelines and driving a 40% increase in program participation.
- Served as primary point of contact between Apple corporate, store teams, and external partners, resolving conflicts in real time while maintaining strong cross-functional relationships.
- Tracked program performance data and prepared executive reports to support planning and resource allocation decisions.

### Business Analyst

Jun 2023 – Aug 2023

#### Keene Vision Studios

Seattle, WA

- Delivered a full client engagement for an international client entering the U.S. market: conducted stakeholder interviews, performed competitive data analysis, and produced a 20-slide strategic recommendation identifying 3 high-value partnership opportunities.
- Managed all engagement components independently from scoping through final presentation, leveraging AI tools to accelerate research synthesis and produce structured client-ready deliverables.