

MARKELL HARRIS

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Professional Summary

Recent graduate with a Bachelor of Science in Business Management and a minor in Computer Information Systems from Grambling State University. Experienced in data documentation, CRM/SIS systems, research, and business analysis through internship and project-based work. Skilled in Excel, PowerPoint, Data Documentation, and process organization with a strong interest in business operations, data analysis, healthcare systems. Eager to contribute to a team or organization while continuing to grow professionally in an operations or analyst focused role.

TECHNICAL SKILLS/PROFESSIONAL SKILLS

- Microsoft Office
- Cross-Functional Communication
- Technological Design
- VBA Programming
- CRM/SIS Documentation
- Data Organization
- Salesforce
- Problem Solving
- Attention to Detail
- Process Documentation

EDUCATION

Business Management, Computer Information Systems |

August 2021 - May 2026

Grambling State University | Grambling, LA

Major: Business Management

Minor: Computer Information Systems

Relevant Coursework:

Introduction to Computer Applications and Software

- Proficient in Microsoft Excel for data analysis, visualization, and formula manipulation
- Developed skills in Microsoft Access for database management and querying
- Learned Visual Basic for Applications (VBA) for automating tasks and enhancing functionality

Problem Solving and Information Systems

- Developed analytical and problem-solving skills through real-world case studies
- Explored various information systems and their role in modern business environments

PROFESSIONAL EXPERIENCE Data Documentation and Process Intern

- Standardized partner CRM and SIS documentation within Salesforce to ensure consistent categorization across enrollment processes for about 3 hours per day
- Enhanced team efficiency by validating partner system data through internal software, meticulously analyzing and inputting tickets and Data Exchange outputs to eliminate redundancies
- Supported the development of Edify dashboards by documenting system integration, enhancing partners' visibility into operational performance, and enrollment trends
- Collaborated with analysts and project managers to identify opportunities for workflow optimization and process automation, aligning with EAB's strategic goal
- Took part in sessions focused on advanced Excel techniques and Microsoft applications, enhancing skills in data analysis and software use.

Independent Consultant – Micro-Intern August 2024- September 2024

Parker Dewey | BMO AI Research | Remote

- Conducted research and analysis on emerging trends in artificial intelligence to support strategic initiatives
- Delivered findings and actionable insights to assist in AI-driven decision-making processes.
- Collaborated remotely to meet project deadlines and ensure high-efficient outcomes

Package Handler April 2022 - September 2022

Fedex Ground | Baton Rouge, LA

- Processed and scanned over 1,000+ packages per shift, ensuring 99% accuracy in routing and on-time delivery.
- Normalized of 5–10 delivery vehicles per day, reducing handling errors and supporting on-time departures.
- Maintained and organized a workspace, improving safety compliance and increasing operational efficiency by 15%. sorting and scanning packages for accurate delivery

CAMPUS INVOLVEMENT

National Society of Black Engineers (NSBE) | December 2023 - Present

- Served as 2023 - 2024 Membership Chair
- Organized and led orientation sessions for new members, fostering a sense of community
- Collaborated with executive board members to plan and execute events promoting diversity in STEM fields
- Acted as a liaison between members and the executive board, addressing concerns and facilitating communication

Management Club | August 2025 - Present

Contributed to discussions and workshops focused on leadership and business management strategies.

VOLUNTEER EXPERIENCE

Camp Counselor January 2015 - December 2018

Boys and Girls Club | Baton Rouge, LA

- Responsible for providing support and aid to the young children at the club.
- Helped with planning and implementing activities and programs for children, such as arts and crafts, sports, and educational activities.
- Maintained a safe and welcoming environment for children, including supervising them during activities and enlisting club rules