

Mykel Klipstein

Information Specialist

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📍 123 Maple Street, Hartford,
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Education

**Master of Library and
Information Science at
Southern Connecticut State
University, New Haven, CT**

Sep 2018 - May 2022

Relevant Coursework:
Cataloging and Classification,
Digital Libraries, Information
Storage and Retrieval,
Information Literacy, Collection
Development and Management,
Archival Theory and Practice,
and Library Services for Diverse
Populations.

Links

[linkedin.com/in/mykelklipstein](https://www.linkedin.com/in/mykelklipstein)

Skills

Python
SQL
Tableau
Elasticsearch
SharePoint
PowerBI
Alteryx

Languages

English
Italian

Profile

Dedicated Information Specialist with 1 year of experience in managing, organizing, and analyzing complex data sets. Adept at providing high-quality research support and ensuring data accuracy. Skilled in utilizing various data management tools and software to optimize information accessibility and communication. An excellent team player with strong organizational and problem-solving skills, committed to supporting business objectives through efficient information management.

Employment History

Information Specialist at Cigna, CT

May 2023 - Present

- Successfully implemented a new data management system, resulting in a 20% increase in efficiency and reducing manual data entry errors by 15% for Cigna's Connecticut office.
- Streamlined the information retrieval process for over 500 clients, leading to a 10% improvement in client satisfaction scores and a 25% reduction in client wait times for requested information.
- Developed and conducted training sessions for 30 team members on the latest information management tools and best practices, increasing overall team productivity by 18% and reducing the need for external training resources.

Associate Information Specialist at Aetna, CT

Aug 2022 - Mar 2023

- Successfully streamlined the data management process, reducing the average time spent on tasks by 30%, resulting in increased efficiency and productivity for the team.
- Implemented a new data visualization tool that improved report generation by 40%, enabling stakeholders to make more informed decisions and enhancing overall business performance.
- Led a cross-functional team in the development and launch of a new internal knowledge management portal, increasing employee engagement and collaboration by 20%.
- Conducted an in-depth analysis of customer feedback data, identifying key areas for improvement that led to a 15% increase in customer satisfaction scores within six months.

Certificates

Certified Information Professional (CIP)

Apr 2022

Certified Knowledge Manager (CKM)

Dec 2020

Memberships