Ashlee Herken
Holton, KS | Remote | 785-220-3723 | herken.ashlee@gmail.com | stormyops.com

IMPLEMENTATION SPECIALIST | SAAS IMPLEMENTATION & CLIENT DELIVERY

Implementation Specialist with hands-on experience onboarding small businesses into custom software and web-based systems. Lead kickoff, discovery, workflow setup, and live user training to drive first-time adoption and time-to-value. Known for translating business needs into practical system configuration and guiding non-technical users through implementation and early-stage usage.

CORE SKILLS & TOOLS

Customer Onboarding & Implementation • Client Kickoff & Discovery • Requirements Gathering & Workflow Mapping • Platform Configuration & System Setup • Live User Training & Walkthroughs • Primary Client Point of Contact • Go-Live Preparation & Launch Support • Early-Stage Adoption & Troubleshooting • Multi-Project Timeline Coordination • Implementation Documentation & Intake Forms • Repeatable Onboarding Process Design • Process Improvement • Jira • Monday • HubSpot • Postman • Git • JavaScript • React • Node.js • Express • REST APIs • SQL • Linux • Heroku • Microsoft Office

PROFESSIONAL EXPERIENCE

Implementation Delivery Lead – Stormy Meadowlark (Founder) *Nov 2023 – Present*
- Lead client onboarding and implementation for custom-built web and software systems from kickoff through initial live use
- Serve as primary client point of contact during onboarding, configuration, and early adoption
- Conduct discovery and requirements intake to translate business workflows into usable system setups
- Configure workflows and features aligned to client operational needs
- Deliver live onboarding walkthroughs and user training sessions for non-technical stakeholders
- Manage multiple concurrent implementation projects with defined scope and delivery timelines
- Create repeatable onboarding implementation processes, reduce friction and improve consistency
- Provide go-live support and early-stage troubleshooting to stabilize adoption

Selected Client Implementation:
HEM Automotive (Automotive Repair & Sales)
- Implemented and deployed production website and internal operational tools
- Delivered structured onboarding and live workflow training for business owner users
- Configured intake and record management workflows aligned to daily operations
- Provided early-stage usage support and post-launch adjustments

Dreiling Chiropractic (Walk-in focused chiropractic clinic)
- Led onboarding discovery and requirements intake
- Translated business needs into production website structure and content workflows
- Delivered project within defined client timeline

Graduate Research Assistant – Kansas State University *June 2018 – Aug 2023*
- Managed complex, multi-phase projects with defined milestones and quality controls
- Built SOPs and repeatable workflows to ensure reliable system execution
- Documented processes and validation steps for consistent outcomes
- Communicated project progress, risks, and results to senior stakeholders

Founder – Skynetrix (Internal SaaS Platform)
Designed onboarding and tenant setup flows for a multi-tenant SaaS platform (internal project)

EDUCATION

Kansas State University Doctoral Coursework & Research – Microbiology (2018–2023) & Graduate Certificate – Applied Statistics (2021)
Washburn University Bachelor of Science – Molecular Biology & Biotechnology, 2018
Highland Community College Associate of Arts – General Studies, 2014