

Ashlee Herken

Topeka, KS | Remote | <https://stormyops.com/contact> | <https://linkedin.com/in/ashlee-herken>

IMPLEMENTATION SPECIALIST | SAAS ONBOARDING & CLIENT DELIVERY

Implementation specialist with hands-on experience delivering end-to-end onboarding and configuration of web-based and SaaS-style systems. Skilled in discovery, workflow mapping, system setup, and client training. Known for translating business needs into structured solutions, managing multiple implementations, and driving successful go-live outcomes under real-world constraints.

CORE SKILLS & TOOLS

SaaS Implementation • Customer Onboarding • Discovery & Requirements Gathering • Workflow Mapping & Configuration • Go-Live & Launch Support • Client Training • Project Coordination • Stakeholder Communication • Troubleshooting • Process Improvement • Zoho • Jira • Monday • HubSpot • Postman • Git • JavaScript • React • Node.js • Express • REST APIs • SQL • Linux • Heroku

PROFESSIONAL EXPERIENCE

Implementation Delivery Lead – Stormy Meadowlark Nov 2023 – Present

- Lead end-to-end client implementations from discovery through go-live across multiple projects
- Translate business requirements into structured workflows and system configurations
- Serve as primary client contact, managing timelines, expectations, and delivery
- Deliver onboarding sessions and provide post-launch support to stabilize adoption

Graduate Research Assistant – Kansas State University Jun 2018 – August 2023

- Managed multi-phase projects with defined milestones, documentation, and quality controls
- Built SOPs and structured workflows to ensure consistent execution
- Communicated progress, risks, and findings to stakeholders

Graduate Teaching Assistant – Kansas State University Aug 2018 – May 2023

- Led instruction and guided users through complex concepts, reinforcing structured processes and problem-solving

SELECTED IMPLEMENTATIONS

HEM Automotive – Implementation Lead (Client Project)

- Implemented a customer acquisition and lead management system for an automotive repair & sales business
- Built website-based intake workflows and inventory visibility system
- Created manual tracking processes in absence of CRM to monitor performance
- Optimized workflows and targeting based on real-world data
- Connected implemented acquisition workflows to approximately \$20K/month in attributable revenue

Drilling Chiropractic – Implementation Lead (Client Project)

- Delivered end-to-end implementation of a customer-facing website within 1-month timeline
- Translated minimal client input into structured system improving clarity of services
- Managed deployment including hosting and production readiness

PROJECTS

Vehicle Inventory System

- Built custom inventory pipeline with dynamic listing and lifecycle tracking (available → sold)
- Developed full-stack system with API-driven frontend integration

Skynetrix (SaaS Platform Design)

- Designed multi-tenant system structure, onboarding workflows, and data relationships
- Defined workflow progression from intake through service and payment

EDUCATION

Kansas State University Doctoral Coursework & Research – Microbiology (2018–2023) & Graduate Coursework in Applied Statistics (2021)

Washburn University Bachelor of Science – Molecular Biology & Biotechnology, 2018