

Karen Fitts

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PROFESSIONAL SUMMARY

Operations and account management professional with 15+ years of cross-functional experience in customer relationship management, process improvement, and data-driven reporting. Hands-on experience designing AI-powered workflows, tools, and automation systems, with a track record of translating high-friction, manual processes into clear, adoptable systems for teams and stakeholders.

CORE COMPETENCIES

AI Workflow Design | Prompt Engineering | Process Automation | AI Adoption & Training | Customer Engagement | Claims Adjustment | Order Entry | Data Analysis | Process Improvement | Reports Generation | Analytical Skills | Problem-Solving Skills | Presentation Skills | Time Management | Organizational Skills | Teamwork and Collaboration | Critical Thinking | Negotiation Skills

PROFESSIONAL WORK EXPERIENCE

Account Management Specialist | Atmus Filtration Technologies, Nashville, TN *September 2022 - Present*

- Collaborate with the account team to build and maintain strong customer relationships, organizing customer visits and supporting negotiation processes.
- Identify customer needs and gather data to highlight Atmus's benefits, driving customer engagement and satisfaction.
- Coordinate internal communication among sales roles, segments, and stakeholders to ensure alignment and effective information flow.
- Manage a key account responsible for 30% of the company's revenue, contributing significantly to overall profitability.
- Led a project forecasted to generate 4 million dollars in revenue over the next five years, demonstrating strong project management and strategic planning skills.
- Lead cross-functional projects by coordinating with departments such as Marketing, Finance, Manufacturing, Technical, Purchasing, and Logistics to streamline processes and improve efficiency.
- Execute Atmus Sales Process, ensuring accurate and timely reporting through CRM tools and systems to support decision-making.
- Oversee Accounts Payable and Accounts Receivable, ensuring timely invoicing and payment processing, and resolving billing issues to maintain healthy cash flow and strong client relationships.
- Organize client events and presentations, showcasing product offerings to enhance brand awareness and foster customer loyalty.
- Deliver client-facing presentations and training sessions to executive and analyst audiences, translating technical product capabilities into clear, actionable takeaways.

Account Representative - Commercial Specialist | Bridgestone Americas, Nashville, TN *November 2019 - January 2022*

Delivered commercial customer support focusing on operational account management for transportation, logistics, and equipment accounts.

- Contributed significantly to inventory analysis, ensuring accurate order management and comprehensive account reporting.
- Ensured optimal inventory availability across multiple customer locations by identifying and mitigating forecasting errors.
- Built and maintained strong relationships with internal and external stakeholders, vendors, and customers, enhancing collaboration and customer satisfaction.
- Acted as a communication liaison with various departments and cross-functional teams to facilitate conflict resolution and escalate issues effectively.
- Utilized expertise in SAP systems to process and confirm customer orders, while compiling detailed order reports.
- Resolved time-sensitive issues by analyzing customer orders and implementing actionable solutions to meet client needs efficiently.

International Teacher | Shanghai ShiXi High School & EF Education First, Shanghai, China *2014 - 2019*

Enthusiastically delivered interactive classroom instruction and activities, resonating with competence and passion for teaching and learning.

- Strategically navigated and guided the learning process, implementing remedial measures to enhance and accelerate student academic performance.
- Designed and adapted curriculum and instructional materials for varied learner levels, foundational experience in building training content and adult learning programs.
- Fostered a student-centered environment by optimizing instructional practices and maintaining classroom discipline with a professional demeanor.
- Applied performance assessment strategies to evaluate student learning, monitor progress, and identify areas needing improvement.
- Customized instruction to address diverse learner needs, leading to significant improvements in academic outcomes for underperforming students.

Internal Auditor, Claims Adjuster, & Claims Manager | Assurant Specialty Property, Atlanta, GA 2005 - 2014

Captained claims adjustment and management, as well as internal auditing processes with strict compliance to insurance policies and procedures.

- Managed seven direct reports, overseeing over 25 new client accounts and reviewing payrolls through Kronos.
- Ensured accuracy and SOX compliance in the approval and authorization of claims payments totaling \$150k.
- Documented audit findings and generated detailed monthly operational reports to support claims processing.
- Resolved discrepancies and errors in claims related to lender-placed hazard, flood, wind, and REO insurance policies.
- Developed monthly operational reports, delivering key metrics and data insights to senior management.
- Maintained positive client relationships, meeting quarterly to discuss account status and resolve issues.
- Reviewed, adjusted, and negotiated insurance claims to ensure accurate settlements and compliance with policy terms, resulting in improved customer satisfaction and reduced claim processing times.
- Prepared comprehensive expense reports for corporate travel and provided detailed estimates for homeowners' claims.

AI PROJECTS & INITIATIVES

Independent projects applying AI to real business workflows. Full write-ups and live demos: karenfittsai.com

- Conversational AI Assistants - designed branded AI chat assistants for lead-intake and client-facing use cases in insurance and legal services contexts, including voice AI agent design and compliance-aware conversation flows.
- AI SOP Generator - designed and deployed a free web tool that converts plain-language process descriptions into structured standard operating procedures.
- AI Executive Briefing Generator - built a tool that condenses raw business inputs into structured, executive-ready briefing documents.
- Workflow Automation - implemented CRM-based automation for lead capture, appointment reminders, and multi-channel client communication.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Completed 15 Units for Master's Degree in Business Administration

University of Arizona Global Campus, Chandler, AZ

Bachelor of Business Administration, Finance - Completed

Middle Tennessee State University, Murfreesboro, TN

Six Sigma White Belt

IATF Certified

AI Consultant Certification

AI InnoVision, CPD Accredited - 2026

TECHNICAL SKILLS

AI & Automation: Claude, ChatGPT, Prompt Engineering, GrowthHub/GoHighLevel CRM, Vercel, Netlify, GitHub

Business Systems: SAP, Salesforce, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), MAC OS, FourKites, Concur, PPM, SOMS