

## "Transforming Government: Create Meaningful Relationships with your Customers"

### Presenters, titles, bios

#### **Kristen Jensen, Senior Systems Strategist, Governor's Office of Economic Development**

Kristen has dedicated her two decades of public service to process improvement and customer experience in a variety of agencies and roles. She holds a Master's Certificate in IS/IT Project Management from Villanova University, a PMP certification, and Advanced Salesforce Administrator certification. Kristen is passionate about the power of the Salesforce.com platform for building the government of the future.

#### **Bryan Wise, Master Solutions Engineer, Salesforce.com**

Bryan Wise is a Master Solution Engineer in Salesforce's Public Sector business unit with over 15 years experience working in Business Intelligence and public sector. His career in technology started while serving in the United States Navy where he managed all database administration and application and report development for the Navy's Nuclear Power School. In addition to being an Analytics specialist, Bryan has spent most of his career teaching and loves every opportunity to share knowledge. He holds bachelor's and master's degrees in mathematics from Brigham Young University.

#### **Kelli Jo Lucero, Director of Constituent Services, Office of Governor Gary R. Herbert**

Kelli graduated from Southern Utah University in 2015 with a degree in Communication Studies and a minor in Political Science. Kelli began working for the Herbert Administration in 2016 and has been serving as Governor Herbert's Constituent Services Director for the last 2 years. In her spare time, Kelli enjoys reading and is an avid runner. She also enjoys hiking, biking and trying new food. She and her husband Alex currently live in Draper, UT.