

Isabella Kroon

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EDUCATION

Duke Kunshan University (DKU) & Duke University · Dual Degree May 2025

B.S. Computer Science and Technology (by DKU)

Kunshan, China / Durham, USA

B.A. Interdisciplinary Studies; Computer Science and Social Policy (by Duke)

Summa Cum Laude (3.8/4.0)

- Environmental Sustainability Concentration
- Relevant Courses: Modeling and Predicting, Energy and the Environment, Big Data in Sustainability Science, Computation and Problem Solving, Information Management for CS, Life Cycle Assessment

EXPERIENCE

Epic Systems June 2025 - Present

Technical Solutions Engineer (Technical Consultant)

Verona, Wisconsin

- Provide technical consulting and ongoing system support to healthcare organizations implementing and optimizing Epic's patient experience applications, including MyChart
- Supported enterprise go-live for New York's largest healthcare provider, onboarding millions of patients to MyChart
- Contributed to the national rollout of MyChart Central, a unified login experience now serving 1M+, by providing subject-matter expertise for fellow TSEs across customer organizations
- Advise operational leaders on project prioritization by developing reports on software use and efficiency

Duke Kunshan University Climate and Sustainability Initiative (CSI)

November 2024 – July 2025

Research Team Member (2023) & Research Team Lead (2024-2025)

Kunshan, China

- Co-authored DKU's first and second sustainability assessment reports, successfully advocating for the creation of the CSI
- Managed and advised the Energy & Carbon Footprint team and the Biodiversity team for the second sustainability assessment report

PreZero

March 2024 - July 2024

Green Action Lab Sustainability Consultant

Amsterdam, Netherlands

- Developed an organic waste management plan for the Vrije Universiteit Amsterdam as a student consultant for PreZero, a zero-waste consultancy firm
- Researched and wrote a proposal on 4 organic waste alternatives to present to PreZero

Duke Kunshan University

May 2023 – April 2024

Research Assistant to Prof. Fan Liang, PhD

Kunshan, China

- Identified media trends using regression analysis and machine learning (R)
- Developed code to scrape thousands of articles from news and social media sources (Python)

PROJECTS

Signature Work Thesis | ArcGIS Pro, R | compared historic and present social and environmental disparities in Syracuse, NY, analyzing spatial data to understand the impacts of highway construction on urban ecology

Media Analysis: Chinese Investments in Africa | Python, R | developed code to scrape data from 2,000 news articles, analyzed trends using NLP and machine learning, synthesized and presented findings

LCA: Insulated Windows | OpenLCA, Excel | designed product systems, researched and wrote LCA report

Duke Sustainability Ambassador Certification Program | studied Duke's energy and waste practices, co-authored and presented a proposal for recycling to the directors of Sustainable Duke

ADDITIONAL INFORMATION

Skills: Python, SQL, Excel, R, ArcGIS Pro, QGIS, HTML/CSS/JavaScript, Excel, OpenLCA, Figma, MUMPS

Languages: English (native); Dutch (native); Spanish (intermediate); Chinese (beginner)

Leadership and Clubs: Sustainable DKU (Project Director); Tennis Club (President, Beginner and JV Coach, Tournament Coordinator); Duke DTech Scholar; CSI (Research Team Lead, Sustainability Panelist)