

## EDUCATION

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### GEORGIA INSTITUTE OF TECHNOLOGY

December 2023

Bachelor's in Computer Science, Minor in Applied Mathematics

Concentrations: Artificial Intelligence & Human-Computer Interaction

## PROFESSIONAL EXPERIENCE

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### **BrightLink Technology:** *Product Manager – New York City, NY* (December 2023 – Present)

- Spearheaded and launched a new Generative AI-enabled chatbot feature in BrightLink Technology flagship SaaS product, to improve customer satisfaction scores by 30%.
- Strategized with dozens of clients through multi-month projects to integrate complex software systems, migrate multiple data points from numerous API endpoints, and analyze feedback from A/B testing to identify areas of improvement, resulting in a 15% increase in user engagement.
- Orchestrated a team of cross-functional developers using Agile to work with BrightLink Technology's internal stakeholders, executives, and clients to incorporate product feedback and operational insights.

### **Nike:** *Software Engineer Intern – Beaverton, OR* (June 2023 – August 2023)

- Integrated an Apache Kafka data pipeline with Amazon MSK in an Order Service Domain Dashboard (OSDD) to provide live shipping updates for Nike's Customer Order Management platform while reducing \$10.8MN yearly in shipping fees.
- Revamped API endpoints using TypeScript to optimize data flow from PostgreSQL database architecture, enabling real-time display of Nike's global customer shipping information on (OSDD).
- Prototyped Nike Glimpse, jerseys with an in-built camera, to bring sport fans a 1<sup>st</sup> person point of view from an athlete's perspective – placed 4<sup>th</sup> out of 28 teams for highest potential to scale Nike's earnings by 200% in the next decade.

### **PricewaterhouseCoopers:** *Product Management Intern – New York City, NY* (May 2022 – August 2022)

- Directed discussions between executives and operations staff of two client engagements valued at \$6.3MN by leading joint discussions and performing stakeholder analysis.
- Piloted and implemented an innovative IT architecture reorganization to reduce server maintenance costs by 45% in Goldman Sachs Consumer & Investment Management Operations low-latency trading systems.
- Actively managed engagement progress and financials, issuing new budget proposals, and leveraging strong client relationships between PwC and Goldman Sachs executives.

### **U.S. Bancorp Investments:** *Product Management Intern – New York City, NY* (Jan 2021 - August 2021)

- Lead technical development of Azure CosmosDB provisioning for an advanced cybersecurity application, Decentralized Identity Pilot (DIP), to prevent fraudulent activity on U.S. Bancorp Investment Management Group (IMG) by 50% in IMG clientele investment portfolios.
- Delivered business case whitepaper to senior U.S. Bank executives showcasing the impact of DIP in assisting to secure more than 18.7 million clients' data and more than \$8.7 billion in assets.
- Collaborated with a team of interns in prioritizing KPI, creating user stories, writing product documentation to test new functionality, and conducting Quality Assurance Testing for Cross Border, an international financial transaction application.

### **Northrop Grumman Defense Systems:** *Software Engineer Intern – Atlanta, GA* (May 2020 – August 2020)

- Developed a Microsoft PowerApp for the Centers for Disease Control and Prevention (CDC) Public Health Department which handles automated testing with PowerBI, PowerAutomate and Python.
- Lead a team of 3 interns to design a second PowerApp for the CDC Prevention Research Center to allow users to add research projects for the Department of Non-Infectious Diseases.
- Implemented a REST API and interactive United States Map to automate facts sheets for all 50 US States for the Office of Smoking & Health.

## SKILLS

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**Technical Skills:** Java, Python, SQL, AWS, Google Firebase, TensorFlow, API Integration & Management, Tableau, and Jira

**Core Skills:** Agile, A/B testing, CI/CD, Systems Design, Stakeholder management, User Research, Product development & roadmap, and Business strategy.