

D.J. Gooden

[Engineer, Community Leader and Organizer.](#)

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[Full Resume](#)

EXPERIENCE

Google, Atlanta — Global Program Manager (gUp)

April 2024 - Present

Leading collaborative efforts to streamline Search operations, breaking down silos and improving communication across teams. Implemented agile and scalable processes, driving efficiency and delivering results-oriented solutions. Leveraged data-driven insights to strategically partner with Search verticals, enhancing productivity and knowledge sharing.

January 2023 - Present - HBCU Alumni @Google — Global Lead

Championing support for Historically Black Colleges and Universities (HBCUs) by spearheading scholarship programs, curriculum development, database creation, and strategic engagement during pivotal moments.

Google, Atlanta, GA / Los Angeles, CA — Operations Engineer (Cloud)

April 2018 - April 2024

Responsible for delivering comprehensive support across Google's hardware, software, nGP-NPI, Data Centers, Miniclusters, Colocation, and Point of Presence locations. Key responsibilities encompass troubleshooting, documentation, repair, and maintenance of custom company systems, networks, hardware, and software. Engage closely with internal teams and clients to ensure smooth system integration and automation. Noteworthy NPI projects include Interlaken (Arcadia) and custom Optiplex server designs. Assess platforms for repairability, safety, and compatibility while generating documentation and tracking issues. Facilitate effective communication and documentation maintenance with NPI project stakeholders, ensuring awareness and dissemination of changes affecting clients. Monitor and uphold team performance by establishing SLOs, prioritizing workloads, adhering to deadlines, providing coaching and mentorship, assigning tasks, planning projects, coordinating teams, soliciting feedback, presenting solutions to stakeholders, preserving stakeholder satisfaction, handling escalations, and nurturing stakeholder relationships.

SKILLS

Google Cloud, Cloud Computing, Technical Account Management, Hardware maintenance, data center security, Data management, Cyber Security, troubleshooting and debugging, Linux, Mac OS, Windows, Android, iOS, Networking, CLI, Python, Javascript, Robotics, Chatgpt, Graphics & Web Design, Crypto, Blockchain

AWARDS

Dean's List Scholar, Epsilon Pi Tau Honor Society, Blue Key Honor Society, Start Small Grant Recipient, Skateistan Grant Recipient, Vans Grant Recipient

LANGUAGES

Spanish (conversational), Mandarin Chinese (beginner), American Sign Language (beginner)

Emory University School of Medicine, Atlanta, GA — Integration Engineer

February 2014 - April 2018

Delivered comprehensive support for company systems, medical devices, lab equipment, and executive clients within the medical field. Responsibilities spanned networking and integration engineering, vendor management, departmental resource oversight, and technical leadership for curricular support projects. Additionally, I played a pivotal role in diagnosing and resolving issues with electronic devices such as computers, mobile devices, and robots, alongside educating clients, conducting research, and introducing innovative technologies. Key responsibilities included: Providing technical support for diverse systems, including medical devices, lab equipment, and electronics. Conducting, troubleshooting, and repairs to ensure optimal system and equipment performance. Collaborated with vendors, students, educators, and engineers to address technical challenges, procure equipment, and negotiate service agreements. Implemented networking solutions to seamlessly integrate various systems and devices. Designed and configured network infrastructure to meet organizational requirements. Ensured compatibility and interoperability across different technologies and platforms. Served as the primary liaison for vendors, stakeholders, and educators, managing relationships and coordinating service deliveries. Evaluated vendor proposals, negotiated contracts, and ensured adherence to service level agreements. Collaborated with vendors to implement new technologies and promptly resolve technical issues. Managed departmental resources, including equipment inventory, software licenses, and technical tools. Developed and implemented procedures for resource allocation and optimization. Coordinated equipment maintenance schedules and conducted audits to ensure regulatory compliance. Led and served as a technical liaison for curricular support projects, ensuring alignment with organizational objectives. Developed project plans, timelines, and deliverables, monitoring progress for timely completion. Collaborated with cross-functional teams to define project requirements, allocate resources, and address technical hurdles. Successfully enhanced operational efficiency and reliability through comprehensive system support. Implemented networking solutions and integrated new technologies, fostering collaboration across departments. Effectively managed vendor relationships, resulting in cost savings and improved service quality. Led and supported projects in curricular support, advancing medical education and research through technology.

Apple Inc, Atlanta, GA / Ridgeland, MS — Business ‘Genius’

April 2012 - February 2014

As an Apple Business Genius and Visuals Lead, I engaged with a diverse clientele spanning business, education, and executive sectors to identify and procure tailored technical solutions addressing their operational needs. My

multifaceted role encompassed sales, client instruction, inventory management, and client relations. I provided hardware and software maintenance, upgrades, data retrieval, and product updates, alongside delivering comprehensive tutorials covering a broad spectrum of devices and platforms. Additionally, I conducted customized educational classes to empower clients in leveraging their technology effectively for various purposes. Moreover, I maintained and managed company servers and systems, ensuring their optimal functionality through programming, testing, updating, feedback provision, escalations, and troubleshooting/debugging. Key responsibilities included collaborating with diverse clientele to understand their operational needs and recommending tailored technical solutions. Facilitating the acquisition of hardware and software solutions aligned with clients' goals and budgetary considerations. Providing comprehensive technical support to address clients' challenges and educational needs. Conducting maintenance, upgrades, and data retrieval to optimize system performance. Delivering product updates and tutorials to enhance clients' proficiency across devices and platforms. Conducting customized educational classes to empower clients in efficient technology utilization. Supported clients in maximizing technology investments to achieve their objectives. Managed company servers and systems to ensure reliability and security. Programmed, tested, and updated systems for optimal performance and functionality. Provided feedback, escalations, and troubleshooting support to address technical issues.

EDUCATION

Jackson State University, Jackson, MS — Computer Engineering

Bachelor of Science

Jackson State University, Jackson, MS — Mathematics

Minor

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