

D.J. Gooden

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

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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.

July 2021 - December 2022 - Maintenance Lead Metro Atlanta and Surrounding Areas

Implemented a bug tracking system to monitor maintenance lead progress, issues, and milestones. Aims were to excel in leadership, streamline

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)

processes, and enhance the effectiveness of the maintenance team. Key goals were to attain excellence in leadership. Establish standardized procedures to prevent redundant efforts. Improve maintenance team efficiency and effectiveness. Responsibilities included performing daily triage of machine, device, and network priorities. Developing and maintaining daily schedules to meet Service Level Objective (SLO) objectives. Addressing technical and process issues, escalations as necessary, and driving resolutions. Served as Subject Matter Expert (SME) for team and site management. Providing Root Cause Analysis (RCA) for SLO slips. Actively participating in weekly planning and resource allocation meetings. Engaging in regional and global lead meetings to contribute to process improvements. Troubleshooting networking maintenance issues and coordinating with external teams for resolutions. Identifying and reporting project-blocking issues, collaborating with relevant teams to overcome obstacles. Maintaining regular communication with partner teams to ensure project deadlines and quality standards are met. Successfully implemented a bug tracking system, enhancing visibility and accountability within the maintenance process. Standardized procedures resulted in improved efficiency and reduced redundant efforts. Contributed to the resolution of critical maintenance issues, ensuring uninterrupted service delivery.

July 2020 - August 2021 - ATL Interlaken Testing Tracking Lead

Led the evaluation of Interlaken platform from a hardware operations (HWOPS) maintenance perspective, focusing on repairability, safety, and compatibility. Collaborated with the NPI Interlaken team to ensure seamless communication, updates, and documentation maintenance related to Interlaken within ATL infrastructure. Contributed to the research and planning of Interlaken aisle space in ATL, ensuring optimal placement and accessibility. Conducted on-site assessment of Interlaken hardware at a lab in San Francisco, generating comprehensive documentation on hardware specifications and repair procedures. Established and maintained best practices for Interlaken upgrades and repairs within the ATL Metro area, ensuring efficient and effective operations.

February 2022 - May 2022 -Multiple Caster Failures in ATL Clusters: GI, GJ, & GK SITEWIDE P0

Identified multiple caster failures within racks, some experiencing multiple failures. Elevated the issue to P0 safety status due to potential hazards. Implemented safety measures including cordoning off the entire cluster and informing security to restrict access for personnel safety. Created repair documentation, worked with logistics and networking teams to drain, repair, and return the racks to service in all failing locations.

Black Girls Skate, Inc Global— Founder - Director of Technology

March 2019 - Present

Leading technological initiatives to optimize company operations and advance its mission. Leveraging emerging technologies, data analysis, and efficient systems to streamline workflows and boost productivity. Recognized by Tony Hawk, Good Morning America, U.S. A. Skateboarding, and U.S. Figure Skating for impactful contributions. Key responsibilities include: Identifying and assessing emerging technologies and trends aligned with company goals. Initiating and spearheading technological initiatives to elevate operational efficiency. Staying abreast of technological advancements to maintain organizational innovation. Gathering, organizing, and analyzing data to derive actionable insights for decision-making. Utilizing Google Analytics to track website metrics and user engagement. Developing visually engaging data representations to drive strategic decisions. Pioneered a comprehensive task and assignment management system. Designed and implemented the system using Google Sheets, Docs, and App Scripts. The management system efficiently tracks tasks based on priority, due date, and status. It also facilitates visual workload analysis for optimal resource allocation. Successfully implemented the task management system, significantly improving workflow efficiency. Enhanced decision-making with data-driven insights and visual representations. Implemented an industry-wide application for skaters worldwide, contributing to organizational growth and empowering black girls in the skating community.

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

PROJECTS

Black Girls Skate — Founder

Founder of Black Girls Skate, a non-profit devoted to creating equity, visibility and safety for skaters who identify as Black, African, or Of Color and/or women, differently-abled, or LGBTQ+. Black Girls Skate is specifically invested in amplifying skaters across the Black diaspora with skating activities that include skateboarding, longboarding, roller skating, WCMX, adaptive skating, and ice skating. [More Info](#)

Beat The Heat Car Seat — Inventor

Led the development of an innovative vehicle occupant safety system aimed at preventing caretakers from leaving children or loved ones unattended in vehicles. The project involved designing both the hardware and software components of the system, utilizing Arduino IDE and MCU devices programmed in C++. The design won Intel's U.S. 2017 Hackathon and achieved semi-finalist status in an international competition in Beijing, China. The system is designed to address the critical issue of vehicular heatstroke deaths by providing emergency notifications when a child or loved one is left inside a vehicle, ensuring their safety and well-being. Designed the hardware components of the system, including sensors, reed relay switches, and microcontrollers. Developed the software using C++ to control the functionality of the device and process sensor data. Ensured compatibility and efficiency of both hardware and software components for seamless integration. Identified the need for a solution to prevent vehicular heatstroke deaths and developed an innovative system to address this issue. Implemented cutting-edge technologies such as Bluetooth and GPRS/GSM sensors to enable real-time communication and notifications. Oversaw all aspects of the project, including planning, resource allocation, and timeline management. Managed budgetary constraints and procurement of

necessary components and resources. Conducted rigorous testing of the system to validate its functionality and reliability in various scenarios.

Iteratively refined the design based on feedback and testing results to optimize performance and usability. Developed an innovative vehicle occupant safety system that won accolades in both national and international hackathons, showcasing its effectiveness and potential impact. Contributed to the prevention of vehicular heatstroke deaths by creating a reliable and efficient system for notifying caretakers when a child or loved one is left unattended in a vehicle. Demonstrated strong project management skills by leading all aspects of the project from concept to execution, ensuring its success and recognition in the industry.

[More Info.](#)

Black Inspector Gadget — GitHub

See more of my work! [More Info.](#)

RECOMMENDATIONS

Joshua Mitchell - “Ridiculously efficient’ is the phrase that comes to mind when I think about Deah. I had the pleasure of having Deah as a member of my technician team at Apple Renaissance at Colony Park. In any given day our Genius Bar would see well over 1000 people and I was always in awe at how Deah was able to triage multiple device issues while providing excellent customer service. As a family room specialist her focus was on triaging small devices but her technical acumen was a vital resource to us as she was always being consulted by the Genii about malfunctioning logic boards and correct part allocation. Deah’s attention to detail and knowledge of Apple parts also made her an asset to our Genius administrator by helping with ordering the right parts for Mac/iPhone repairs and testing/returning malfunctioning parts. Having Deah’s intellect and work ethic at my disposal was a great asset to my technician team and I highly recommend her for roles that include hardware/software triage, part management and customer service.’

Nykole Smith - ‘Deah and I worked together at Apple. A heavy customer service and solutions oriented environment, she was constantly immersed in technical issues with phones tablets and computers requiring problem solving, communication, and asset management skills. She provided advice and suggestions by collaborating on a daily basis to create the best experience for her customers while sharing the most pertinent information for the customers specific situation. Deah holds her self accountable for the actions and decisions she makes for each customer encounter. As a leader, Deah delegates tasks to those around her based on skill level and relevance to the needed solution.’

Nathan Wooding - ‘An exceedingly professional individual with the ability, determination, and heart to lead. As senior engineer at Emory her presence gave us solace in knowing that any problems we faced were never alone. It was always appreciated how highly she kept communication as a tenet in her skill set. What ever new heights Ms. Gooden aspires to in her continuing self development, it is a pleasure to see individuals who still hold on to respect and accountability in their work.’

[More Recommendations.](#)

