

Deah Jonae (D.J.) Gooden

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Education

Jackson State University (August 2007 - April 2012)

BS Computer Engineering, Minor - Mathematics

Google Search - Atlanta, GA (April 2024 - Present)

Solutions Consultant

- **Search Operations & Initiatives Team Site** Accomplished **critical information centralization and team visibility**, as measured by designing and launching a professional team website that served as the single source of truth for purpose, projects, and resources, by resolving fragmentation that hindered stakeholder access to financial, compliance, and metrics data.
- **Search Annual Planning Audit Trail** Accomplished **critical data integrity and accountability** for the Annual Planning document, as measured by developing a Google Apps Script-coded, multi-tiered automation system, to eliminate manual investigation time and ensuring complete traceability of all user edits, formula changes, and structural updates.
- **Resource Allocation (RAF) Data Automation** Accomplished **critical information gap closure and data comprehension** in the Resource Allocation process, as measured by **eliminating** the need for stakeholders to manually cross-reference source documents to view the rationale behind numerical data.
- **Search Snippets Workflow Automation** Accomplished the **optimization of a foundational bi-weekly operational process** and improved stakeholder user experience, as measured by solving a significant usability issue that required constant scrolling, by writing a Google Apps Script code to automatically sort the sheet by date in descending order, placing newest entries at the top.

Google Cloud - Atlanta, GA (April 2018 - April 2024)

Hardware Operations Engineer

- **Ikea Rack Caster Failure** Accomplished the **mitigation of critical hardware safety hazards** across multiple sites, as measured by elevating the issue to PO status and implementing immediate site-wide safety measures, by identifying and addressing multiple, repeated caster failures within server racks.
- **Interlaken Testing Tracking Lead** Accomplished the **successful operational readiness** of the Interlaken platform, as measured by a **comprehensive evaluation of repairability, safety, and compatibility**, by conducting hardware operations and maintenance assessments.

Google Projects

- **HBCU Alumni@Google** Accomplished the **global scaling of support** for Historically Black Colleges and Universities (HBCUs), as measured by spearheading scholarship programs, curriculum development, and strategic engagement, **by creating a centralized database** and driving pivotal initiatives.

Personal Projects

- **Black Girls Skate** Accomplished significant public recognition and mission advancement for the organization, as measured by official recognition from industry leaders (Tony Hawk, Good Morning America, U.S.A. Skateboarding, and U.S. Figure Skating), by leading and implementing technological initiatives that drove impactful contributions to the skating community.
 - **BGS App** Accomplished the **development and launch of a global organizational growth tool**, as measured by implementing an industry-wide application for skaters worldwide, by designing the user interface/experience (UI/UX) for a mobile app connecting skaters with key features (local meetups, career listings, funding, and resources).
 - **BGS Technical Account Manager** Accomplished **seamless technical adoption** and **product integration** for the organization, as measured by managing end-to-end implementation journeys and ensuring smooth transitions, by serving as the primary technical point of contact and providing expert guidance on technology implementation.
- **Project Storm** Accomplished the **creation of a centralized, comprehensive support platform** for the epilepsy community, as measured by designing and launching "Project Storm," an AI-driven tool and documentation suite, by empowering individuals and caregivers with critical resources for management and safety.
- **Beat The Heat Car Seat** Accomplished **national recognition for innovative public safety design**, as measured by achieving US Semi-Finalist status in the 2017 'Co-Making the Future' contest, by designing a smart, automatic car seat system to prevent preventable heatstroke and injury.

Other Relevant Work Experience

Emory University School of Medicine - Atlanta, GA (February 2014 - April 2018)

Integration Engineer

- **Guaranteed critical system reliability** for a complex medical environment, as measured by delivering comprehensive support for medical devices, lab equipment, company systems, and executive clients, by performing advanced troubleshooting and repairs to maintain optimal operational efficiency.
- **Optimized technical operations and vendor alignment** for the department, as measured by spearheading networking/integration engineering, vendor management,

and departmental resource oversight, by collaborating with engineers and educators to procure equipment and negotiate service agreements.

- **Ensured prompt resolution of diverse electronic and robotic failures**, as measured by playing a pivotal role in diagnosing and resolving issues across computers, mobile devices, and robots, by introducing innovative technologies and educating clients on proper device usage.
- **Established defined and reliable network capabilities** for the organization, as measured by successfully enhancing operational efficiency and reliability through comprehensive system support, by designing and configuring network infrastructure to meet all organizational requirements.
- **Managed timely completion of mission-critical projects** within the School of Medicine, as measured by monitoring progress and meeting all defined timelines and deliverables, by developing project plans and collaborating with cross-functional teams to allocate resources and address technical hurdles.

Apple Inc - Atlanta, GA (February 2014 - April 2018)

Business Genius

- **Optimized** client operations and **maximized technology adoption**, as measured by engaging with a diverse clientele spanning business, education, and executive sectors, by identifying and procuring tailored technical solutions aligned with clients' operational needs and budgetary considerations.

Skills

- **Technical:** Cloud Computing, Hardware Maintenance, Troubleshooting, Debugging, Linux, Mac OS, Windows, Android, iOS, Networking, HTML, CLI, JavaScript, Data Management, Cyber Security, Robotics, AI
- **Content & Support:** Technical Writing, Editing, Content Creation, Knowledge Base Management, User Documentation, Help Desk Support, Technical Support, Customer Service, Training, Agile Practices, Network Administration
- **Soft Skills:** Communication, Leadership, Strategic Planning, Project Management, Problem-Solving, Team Collaboration, Process Improvement, Analytical Skills, Data Analysis