**Skills/Areas of Expertise**:

* Coded in Java, C, VBA, BASH, Pick/Basic, SQL, JS, CSS, HTML, and assembly; familiar with DCS and databases.
* Possesses an extreme attention to detail and strong troubleshooting skills.
* Expert at developing and revising models/schematics for compliance and to communicate process changes.
* Comfortable using git for version control; collaborated on projects over email, teams, skype, and Dropbox.
* Ran unit tests and debugged code in GDB; programed using IDEs (Eclipse, IntelliJ) and text editors (Vim, Atom).
* Adept technical writer (English) identified KPIs and revised SOPs; speaks Spanish (working), Japanese (limited).
* Developed server/client applications, GUIs, recursive algorithms, events, threads, trees, lists, and databases.
* Software: Git, GDB, Slack, Excel, Word, Visio, Project, Salesforce, Access, Tableau, Db2, Foxboro IA, Pneulogic.
* Skilled at calculations for energy/mass transfer, separation/mixing, and kraft/sulfite pulping unit operations.

**Professional Experience:**

**Technical Support Specialist**

10/2019-07/2020 Ontario Systems, LLC (Vancouver, WA)

* Performed administrative functions on jBASE and Universe Pick/Basic databases for Windows and Linux.
* Assisted in customers’ transitions to working remotely during the pandemic. Troubleshot networks/printers.
* Installed patches, created dictionary items, updated licenses, connected printers, and performed audits.
* Communicated customer issues to support and development teams; team case closure metric improved.

**Manager of First Impressions**

02/2019-10/2019 Val Ogden Center (Vancouver, WA)

* Delivered excellent customer service, welcomed and directed participants to services and staff quickly.
* Utilized a multi-line phone system, protected participant information as per HIPPA regulations.
* Monitored immediate vicinity of entrance and participants’ actions for their safety and to assist/direct staff.

**Night Shift Operator**

10/2017-09/2018 SEH America (Vancouver, WA)

* In a clean-room environment, simultaneously ran/maintained/calibrated 13 automated polishing machines.
* Conducted stringent visual inspection, with microscope, for defect identification; ~4500 pieces/12hr shift.
* Troubleshot problems to root cause; checked program, cleaned surfaces, unclogged lines, and replaced parts.

**Business Case Data Analyst/Engineering Support**

03/2016-08/2016 Daimler Trucks North America (Portland, OR)

* Updated visual management board weekly with improved project tracking tools, timelines, and reports.
* Developed a reporting structure clarifying implementation data visualization; improved cogency of dataset.
* Assisted in coordination and development of internal database training.

**Production Support/Process Engineer**

01/2014-06/2015 Bio-Gro Inc. (Mabton, WA)

* Redesigned fertilizer plant layout for 3200% increased production capacity; broke 2014 production record.
* Supervised two employees; coordinated fermented production schedule for transport to CA.

**Education**:

09/2016-06/2017 Clark Community College (Vancouver, WA) GPA: 3.86

Computer Science, completed all core classes and labs and planning to continue at Washington State University.

09/2006-06/2011 University of Washington (Seattle, WA)

B.S. Bioresource Science & Engineering (formerly Paper Science & Engineering), ABET. Minor: Chemistry.

**Personal Achievements/Licenses**:

* Engineer in Training. WA License # 32647, Issued 12/2012.
* Eagle Scout. Boy Scouts of America, Troop 358. Awarded 12/2006.