

EDUCATION

CARNEGIE MELLON UNIVERSITY AUG '17- MAY '19 |

MASTER OF SCIENCE | PITTSBURGH, PENNSYLVANIA

- Major: Information Systems Management (16-month)
- MISM Tuition Scholarship

IOWA STATE UNIVERSITY '13-'17 |

BACHELOR OF SCIENCE | AMES, IOWA

- Major: Management Information Systems
- GPA: 3.51/4.00
- Dean's List Recognition '14, Ambassador Scholarship

SKILLS

- Scripting: Python, Powershell
- Database/Admin: SQL, JIRA, MongoDB, Git
- Networking: Cisco, Ubiquiti, SonicWall

GRADUATE COURSEWORK

- 95-737 NoSQL Database Management
- 95-712 Object Oriented Programming in Java
- 95-813 Intermediate Database Management
- 95-812 Introduction to the ITIL Framework
- 95-855 Network Situational Awareness
- 95-702 Distributed Systems
- 95-883 Ethical Pentesting
- 95-760 Decision Making Under Uncertainty
- 94-700 Organizational Design & Implementation
- 95-706 Object-Oriented Analysis & Design

- Cybersecurity: Wireshark, BurpSuite, Nmap
- OS: Win10/Linux/MacOS
- Cloud: Azure/GCP

WORK HISTORY

SYSTEMS ADMINISTRATOR | TRUIC LLC – ANN ARBOR, MICHIGAN

08/2022 – PRESENT

- Managing Azure infrastructure and DevOps pipelines for high availability sites w/ 11,000+ pages to provide useful resources for up-and-coming entrepreneurs
- Reduced 20+ regional app services per site to 2 while utilizing Azure CDN for speed and redundancy, saving \$10,000/mo

SYSTEMS ADMINISTRATOR | REPUBLIC PARKING SYSTEMS – ANN ARBOR, MICHIGAN

12/2021 – 08/2022

- Managed hybrid IT infrastructure with ADSync to Azure AD, on-prem TIBA and ASSA Abloy for 25+ admins and 100+ city contractors. Workload includes configuring Cisco switches, SonicWall firewall, VMWare, SharePoint
- Collaborated with Traffic & Safety, Ann Arbor DDA to provide 99%+ deck uptime throughout the city

BUSINESS SYSTEMS ANALYST | KENNEDY CARE – ANN ARBOR, MICHIGAN

3/2021 – 11/2021

- Managed IT infrastructure for Michigan-based home care company with 70+ admins and 500+ Life Care Pros
- Backend: Hexnode MDM, custom bash/zsh scripts; Zapier automation, Google Admin/Patronum for on/offboarding
- Frontend: Google Sites and WordPress/Flywheel management for KC's 6 internal and public sites

IOT CONSULTANT | MINISTRY OF INFORMATION AND COMMUNICATIONS – HANOI, VIETNAM

2/2019 – 3/2019

- Helped create operating standards and framework for upcoming Vietnamese IoT-focused Smart Cities Project

SYSTEM ADMINISTRATOR INTERN | WORKSCAPE, INC. – PITTSBURGH, PENNSYLVANIA

6/2018 – 8/2018

- Maintained a design company's SBS 2011 Server and ensured 25+ workstations operate well on a day-to-day basis
- Developed batch scripts and set up automated cleanup tasks for Microsoft Exchange 2010 SP3

BUSINESS SYSTEMS CONSULTANT | WELLS FARGO N.A – WEST DES MOINES, IOWA

6/2016 – 12/2016

- Designed and constructed letter templates in SQL/Java environment and supplied 1000+ deliverables per month to 6 national Wells Fargo clients, including America's Servicing Company and Wells Fargo Home Mortgage (WFHM)

PROJECTS/CERTS

RADIO-PYQT5 - ANN ARBOR, MI

12/2020 – 2/2021

- Internet Radio application based on PyQt5, Python & mpd, with local playlist parsing support (.pls), as well as built-in Tuneln, SomaFM & Penguin API scrubbing as station selector

COMPTIA NETWORK+ CERTIFICATION - ANN ARBOR, MI

10/2020

- Certificate number: **COMP001021585997**

ITIL® FOUNDATION CERTIFICATION - PITTSBURGH, PA

5/2018

- Certificate number: **GR750417634AT**

AHN CAPSTONE PROJECT - PITTSBURGH, PA

8/2018 - 12/2018

- Collaborated with 3 MISM members to design and implement a Python-based dashboard tool, mapping 3 years of hospital procedure data to formulate a cost prediction model for use by Allegheny Health Network administrators.

IOT TRUCKING PLATFORM DESIGN - PITTSBURGH, PA

4/2018 - 5/2018

- Researched with a team of 6 MISM members to design a multi-sided trucking platform that leverages Internet of Things to solve the effects of autonomous driving on trucking industry