

Experience Information Technology Support SpecialistTolleson Union High School DistrictJun 2022 – OngoingAvon

Oversaw 1:1 deployment of 3,000 devices on campus

Was first point of contact for all issues regarding internet-connected devices on a large high school campus, providing troubleshooting across multiple hardware/software environments.

Supported cloud infrastructure and device configurations for remote learning, improving operational uptime.

Owner & Software Developerby The LindemansDec 2022 – OngoingGlendale, AZ

Developed personalized wellness app

Designed and iterated a cloud-based app for chronic illness management using Python and REST APIs.

Gathered user feedback, integrating machine learning models for personalized user experiences.

Created support app for 14,000 users in district

Developed Microsoft Power App integrated with SharePoint and Office365 to automate user support processes, reducing information requests by over 90%.

Implemented multi-factor authentication across district-wide accounts, enhancing security by 75%.

Established online media & retail presence

Managed multiple cloud-based platforms for e-commerce and content distribution, applying SEO and analytical tools to drive user engagement.

Mission Technology SpecialistThe Church of Jesus Christ of Latter-Day SaintsMay 2020 – May 2022Syracuse, NY

Oversaw online transition of teaching

Supported over 3,000 users and devices transitioning from in-person to remote operations, implementing cloud services and ensuring smooth communication via virtual platforms.

Configured and managed remote meetings via video conferencing tools and cloud collaboration platforms.

Systemized labor-intensive menial tasks

Automated weekly congregation programs through custom PowerShell scripts, saving administrative time.

Created a decentralized system for managing volunteer resources using cloud-based task management tools.

Skills Cloud Infrastructure (AWS, GCP)

Python

RESTful API Integration

Customer Support

Observability (Prometheus, Grafana)

Education Bachelor of Science in Technological Entrepreneurship and ManagementArizona State UniversityExpected 2024
Currently maintaining a 4.0 GPA

Relevant coursework in cloud infrastructure, software development, and project management

Associate of Science in Computer ScienceRio Salado CollegeAugust 2024Tempe, AZ

Graduated Summa Cum Laude with 3.9 GPA