

SUMMARY

Experienced Technology Specialist with a strong focus on training, support, and customer satisfaction. Adept at managing technology deployments, educating users, and promoting successful adoption of innovative solutions in clinical and operational settings.

EXPERIENCE

Information Technology Support Specialist

Tolleson Union High School District



Jun 2022 – Ongoing



Avondale, AZ

- Led technology adoption and user training initiatives
 - Developed training materials and provided hands-on instruction for staff and administrators, ensuring successful adoption of new technologies
 - Managed deployment of over 3,000 devices, supporting seamless integration in a large operational environment
 - Provided ongoing support and troubleshooting, maintaining high user satisfaction and effective use of technology


Supported advanced technology implementation
 - Partnered with cross-functional teams to deliver technology solutions tailored to organizational needs, ensuring sustainability and efficient use
 - Promoted user engagement through clear communication, professional support, and timely response to inquiries, boosting satisfaction by 15
 - Assisted in the rollout of new software tools, improving system functionality and user experience

Owner & Software Developer

by The Lindemans



Dec 2022 – Ongoing



Glendale, AZ

- Developed and launched new software products
 - Led user onboarding and training programs for new product users, achieving high adoption rates and strong user feedback
 - Implemented feedback loops to enhance user experience, making data-driven improvements to technology deployment

Provided customer-centric technical support
 - Delivered remote and on-site support for customers, addressing inquiries with clear communication and effective solutions
 - Built comprehensive guides and support resources, reducing onboarding time and improving user self-sufficiency

Mission Technology Specialist

The Church of Jesus Christ of Latter-Day Saints



May 2020 – May 2022



Syracuse, NY

- Conducted training and technology implementation
 - Provided training to over 3,000 users during transition to remote operations, ensuring continued use of technologies for organizational needs
 - Led technical sessions and demonstrations, helping users understand and operate new technologies effectively

Supported collaborative project launches
 - Coordinated with cross-functional teams to implement technology solutions, improving operational efficiency by 20
 - Provided in-person and remote support, ensuring successful technology use in clinical and administrative settings

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Arizona State University



Expected May 2026




Online

- Focus on Project Management, User-Centric Design, and Healthcare Technology; currently maintaining a 4.0 GPA

Associate of Science in Computer Science

Rio Salado College



August 2024



Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA; coursework included Software Development, Process Automation, and IT Systems Management

SKILLS

- Technology Training
- Clinical Support
- User Onboarding
- Customer Communication
- Device Deployment
- Project Coordination
- User Engagement
- Process Improvement
- Technical Documentation
- Troubleshooting
- Cross-Functional Collaboration