







## SUMMARY

Technically adept support specialist with experience in financial system management and process automation. Passionate about improving operational efficiency and empowering users through innovative solutions, I aim to streamline financial workflows and enhance cross-functional collaboration.

## EXPERIENCE

<div>Information Technology Support Specialist</div> <div> Jun 2022 – Ongoing</div> <div><div>Oversaw 1:1 deployment of 3,000 devices on campus<ul style="list-style-type: none"><li>Acted as primary point of contact for troubleshooting all internet-connected devices on a large high school campus</li><li>Ensured seamless device functionality, enabling effective educational operations and minimizing downtime</li></ul></div><div>Created district-wide support app for 14,000 users<ul style="list-style-type: none"><li>Built Microsoft Power App integrated with O365 and SharePoint, reducing user support requests by over 90%</li><li>Implemented automation features that streamlined data flows and improved user experience across the district</li></ul></div></div>	<div>Tolleson Union High School District</div> <div> Avondale, AZ</div>
<div>Owner &amp; Software Developer</div> <div> Dec 2022 – Ongoing</div> <div><div>Developed personalized wellness app<ul style="list-style-type: none"><li>Implemented secure user authentication and data tracking, improving privacy and user experience</li><li>Integrated third-party APIs for seamless data exchange, enhancing app functionality and user engagement</li></ul></div><div>Established online media &amp; retail presence<ul style="list-style-type: none"><li>Automated marketing workflows to enhance engagement, resulting in a 25% increase in campaign effectiveness</li><li>Conducted market analysis and testing to refine app features, increasing user satisfaction by 20%</li></ul></div></div>	<div>by The Lindemans</div> <div> Glendale, AZ</div>
<div>Mission Technology Specialist</div> <div> May 2020 – May 2022</div> <div><div>Managed remote transition of technology services<ul style="list-style-type: none"><li>Supported over 3,000 users during transition from in-person to remote services, enhancing continuity and security</li><li>Developed remote support protocols, reducing downtime and response times by 35%</li></ul></div><div>Automated key processes for efficiency<ul style="list-style-type: none"><li>Created frameworks for managing virtual operations, increasing efficiency and enabling faster deployment</li><li>Improved data security measures through the implementation of VPNs and regular audits, reducing incidents by 40%</li></ul></div></div>	<div>The Church of Jesus Christ of Latter-Day Saints</div> <div> Syracuse, NY</div>

## EDUCATION

<div>Bachelor of Science in Technological Entrepreneurship and Management</div> <div> Expected May 2026</div> <div><ul style="list-style-type: none"><li>Current 4.0 GPA</li><li>Coursework includes Data Structures, Product Development, and Project Management</li></ul></div>	<div>Arizona State University</div> <div> Online</div>
<div>Associate of Science in Computer Science</div> <div> August 2024</div> <div><ul style="list-style-type: none"><li>Graduated Summa Cum Laude with 3.9 GPA</li></ul></div>	<div>Rio Salado College</div> <div> Tempe, AZ</div>

## SKILLS

System Administration	Process Automation	SQL	NetSuite	Workday Adaptive Planning	Technical Support	Power Apps	Python
Cloud Integration	API Integration	Workato	Cross-Functional Collaboration	Financial Systems	Data Analysis	Documentation	
End-user Training	Project Management						