

SUMMARY

Tier 3 Engineer with experience in SaaS systems, REST API, and database management (MongoDB). Skilled in troubleshooting complex technical issues, collaborating with RD teams, and serving as a technical focal point for customer-facing teams. Strong analytical skills, problem-solving abilities, and experience working in high-pressure environments. Committed to optimizing and automating operational processes for enhanced customer satisfaction.

EXPERIENCE

Information Technology Support Specialist

Jun 2022 – Ongoing

Tolleson Union High School District

Avondale, AZ

Provided Tier 2/3 technical support for SaaS systems

- Resolved escalated technical issues by collaborating with product and development teams, ensuring minimal downtime and customer satisfaction
- Worked with REST APIs to troubleshoot integration issues and ensure seamless connectivity between platforms
- Analyzed and managed MongoDB databases to address data-related malfunctions, optimizing performance and data accuracy

Enhanced operational processes and customer support

- Acted as a technical focal point for customer-facing teams, providing clear communication and guidance on complex technical matters
- Developed tools and scripts to assist in issue resolution, improving support efficiency and response times by 20
- Maintained a high level of performance in a fast-paced, dynamic environment, adapting to evolving product features and customer needs

Software Developer & SaaS Specialist

Dec 2022 – Ongoing

by The Lindemans

Glendale, AZ

Developed and supported SaaS applications

- Provided Tier 3-level support for complex SaaS applications, working directly with RD teams to resolve product issues and improve functionality
- Utilized REST APIs for integrating various platforms into a unified dashboard, ensuring data consistency and system reliability
- Analyzed system logs and user reports to identify root causes of issues, implementing solutions that enhanced system performance

Improved system reliability and customer experience

- Managed and optimized MongoDB databases, ensuring data integrity and scalability for SaaS applications
- Collaborated with customer-facing teams to deliver clear technical guidance, improving user understanding and satisfaction
- Created technical documentation for internal use, supporting knowledge sharing and efficient troubleshooting

Mission Technology Specialist

May 2020 – May 2022

The Church of Jesus Christ of Latter-Day Saints

Syracuse, NY

Supported digital systems and user operations

- Provided technical support for cloud-based applications, troubleshooting issues related to system performance and user access
- Analyzed user feedback and system logs to identify recurring issues, working with development teams to implement long-term solutions
- Assisted in database management and API integration to ensure reliable access to digital tools and services

Optimized user experience and system support

- Acted as a liaison between users and technical teams, ensuring clear communication and prompt issue resolution
- Improved technical documentation and user guides, enhancing knowledge transfer and support efficiency

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Expected May 2026

Arizona State University

Online

- Focus on SaaS Solutions, Technical Support, and Database Management; currently maintaining a 4.0 GPA

Associate of Science in Computer Science

August 2024

Rio Salado College

Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA; coursework included SaaS Systems, REST API Integration, and MongoDB Management

SKILLS

Tier 3 Support

SaaS Systems

REST API

MongoDB

Troubleshooting

Technical Escalation

Customer Support

Problem-Solving

Technical Documentation

RD Collaboration