

SUMMARY

IT Analyst with experience in managing SaaS applications, user account controls, and software licensing in fast-paced environments. Skilled in SaaS management, IT security, and optimizing software usage across organizations. Strong problem-solving abilities and communication skills, with a focus on enhancing IT efficiency and compliance.

EXPERIENCE

Information Technology Support Specialist

Tolleson Union High School District

 Jun 2022 – Ongoing

 Avondale, AZ

- Managed SaaS applications and user accounts
- Administered and maintained key SaaS platforms, including Google Workspace, Microsoft 365, and other collaboration tools, ensuring smooth operation and compliance with policies
 - Utilized software management tools to monitor and optimize license usage, reducing costs and improving resource allocation by 15
 - Implemented user account controls, managing access permissions and ensuring secure use of SaaS applications across departments
- Supported IT projects and software procurement
- Partnered with procurement teams for software renewals, license management, and vendor negotiations, ensuring efficient contract management
 - Assisted in evaluating new SaaS solutions and implementing applications that meet organizational needs while adhering to security standards
 - Developed and maintained documentation for business applications, supporting compliance with company policies and industry regulations

Owner & Software Developer

by The Lindemans

 Dec 2022 – Ongoing

 Glendale, AZ

- Optimized SaaS usage and system administration
- Managed SaaS applications and automated user provisioning, ensuring seamless integration and improved user experience
 - Developed scripts to automate software management tasks, optimizing license utilization and reducing manual workload by 20
 - Monitored shadow IT and brought unauthorized applications under proper management, improving security and compliance
- Enhanced IT security and compliance
- Implemented access controls and IT security measures across SaaS platforms, ensuring adherence to industry best practices
 - Provided technical support for SaaS-related issues, maintaining effective communication with non-technical stakeholders
 - Participated in IT projects focused on business applications, contributing to the development of streamlined workflows and user access management

Mission Technology Specialist

The Church of Jesus Christ of Latter-Day Saints

 May 2020 – May 2022


 Syracuse, NY


- Supported SaaS management and user training
- Managed user accounts and access permissions within SaaS platforms, ensuring security and efficient use of applications
 - Provided training and support to end-users on SaaS tools, enhancing adoption and effective utilization of business applications
- Contributed to IT efficiency and compliance
- Assisted in developing documentation for SaaS usage and IT processes, ensuring clarity and compliance with policies
 - Worked collaboratively with teams to identify and implement software solutions that meet organizational needs and improve overall IT efficiency

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Arizona State University

 Expected May 2026

 Online

- Focus on IT Administration, SaaS Management, and Cybersecurity; 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 SaaS Platforms, IT Security, and Software Licensing

SKILLS

- SaaS Management
- Google Workspace
- Microsoft 365
- Torii
- IT Security
- License Management
- User Access Controls
- IT Compliance
- Procurement Collaboration
- Automation
- Technical Documentation