

OBJECTIVE

To obtain a position that will enable me to use my programming and strong problem solving abilities, and interpersonal communication skills for the benefit of the company and professional advancement.

TECHNICAL SKILLS

- Language skills: Strong verbal and written communication skills.
- Problem Solving: Able to find unique and effective solutions to common and uncommon problems.
- Writing and research: Conducted research for job specific tasks to ensure accuracy and direct topical relevance.
- Computer skills: Proficient in Microsoft (Excel, Outlook, PowerPoint, Publisher, Word)
- People skills: 10 years customer service experience.
- Fluent working knowledge of Python programming language with a focus on automation, web scraping, and Data Analysis.
- SQL proficiency in querying complex data sets, updating existing databases, creating databases from data sets.
- Experience with Python, Flask, MySQL, PostgreSQL, SQLite3, BASH, IPython/Jupyter Notebooks.
- Creating customized, error-proof functions for importing data in a clean, efficient fashion using Python(3.7, 2.7).

EXPERIENCE

Premiere Digital Services

Digital Media Distribution And Aggregation Services

05/2018-Present

Software Support Technician

Los Angeles, CA

- Provide support and troubleshooting for proprietary software designed for high profile user base.
- Support development team through accurate logging and analysis of bugs in software.
- Quality Assurance for high volumes of complex data using SQL scripting in relational databases.
- Interface between software platforms to ensure accuracy and efficiency between multivariate data sets.
- Triage incoming support requests and tasks through insights and analysis of software operations.
- Update and improve support documentation for software application features and modules.
- Summarize and simplify technical and advanced features to draft post-release product feature announcements.
- Creating robust scripts and programs for QA and Automation using Python Programming language.

BuzzyBooth

Digital Marketing Start-Up providing Smart Photo Marketing Kiosk

06/2017-03/2018

Sales Representative and Consultant

Los Angeles, CA

- Demoed the product and services to potential clients and assist current clients with understanding the service to ensure the most effective and productive use.
- Streamlined and automated business practices to efficiently and effectively enhance the day to day operations, saving hundreds of hours each month for the CEO.
- Supported the development team by requesting application features and enhancements based on assessing customer feedback and requests.
- Worked with the CEO to develop better methods for lead generation and client retention, increasing overall monthly sales by 20%.
- Maintained comprehensive schedules and business activities for current and potential clients to assist the marketing team.
- Attained highest record of monthly signed contracts since establishment of business.
- Modified terms and agreements of legal contracts at the request and approval of both CEO and client.

Wag Labs Inc.

Mobile app Start-Up providing on-demand dog walking services

09/2015-05/2017

Customer Experience and Logistics Coordinator

Los Angeles, CA

- Supported the development team by quality assurance and quality control testing; reported bugs and client issues to assist in the development of new application features as well as enhancement of existing features.
- Created the Walker Support division; Initiated procedures to assist with live troubleshooting issues experienced by walkers, to ensure higher overall client and walker satisfaction and retention.
- Worked with the finance department to analyze patterns of customer and walker fraud and developed new methods and protocols to eliminate fraudulent activity, resulting in the prevention of financial loss.
- Implemented strategies based on troubleshooting client issues, leading to client retention and overall satisfaction. Used statistical analysis to identify insights and conclusions from complex data.
- Acted as liaison between departments to allow smoother operations by ensuring communication and clarifying team goals and objectives; particularly between management, customer service, finance, development, and the CEO.
- Developed procedures of customer usage trends to increase efficiency of day to day operations.

Independent Contractor

Audio Engineer; Audio Recording and Production

05/2014-01/2016

Producer, Engineer, and Project/Sound Designer

Los Angeles, CA

- Coordinated and managed projects, working directly with independent artists and production teams.
- Supervised and executed recording and production sessions, including personnel management and operation of complex software and equipment.
- Developed strategies to ensure project goals were identified and met.

Licensed Massage Practitioner

06/2011 – 04/2014

LMP for Backbone Chiropractic

Gig Harbor, WA

Rehabilitation and clinical specialist focused on auto-injury, workers compensation, and insurance claims

LMP for Joint Base Lewis-McChord

Fort Lewis, WA

Rehabilitation Specialist and Soft-Tissue Therapist/Massage Therapist

- Worked as a Licensed Massage Practitioner to assess dysfunctional movement and performance patterns within standards for insurance claims; developed procedures and methods for rehabilitation, modalities and therapeutic strategies.
- Maintained charts and records for therapeutic treatments within the guidelines of HIPAA compliance.
- Assisted in the creation of marketing materials and strategies, leading to increased client retention and growth

Borders Books and Music

Book Seller and Inventory Coordinator

05/2008-04/2011

International Book and Music Retailer

Gig Harbor, WA

- Assisted in inventory management and recall for books and music; responsible for incoming shipments and stocking inventory to shelves, and recalling inventory.
- Created and fulfilled orders by special request for out of stock inventory for customers and store management.
- Used inventory software to track, sort, and update inventory batches

EDUCATION

Tacoma Community College

2009-2012

Emphasis on business and business communications, development of business plans and strategies for business management

Tacoma, WA

Alexandar School of Natural Therapeutics

2009-2010

Certificate of Licensed Massage Practitioner

Tacoma, WA