

Education

University of Massachusetts, Lowell MA

- ❖ Bachelor of Science in Information Technology - > Graduated Spring 2024 with a 3.388 GPA.
- ❖ Certificate Program in Website Design & Development - > Completed with a 4.0 GPA in 2021.

Projects & Coursework

For a complete list and to view the below, visit www.harmonie.is/designing.html

- ❖ 8Bit Hops - > an interactive mock-up of an imaginary brewpub's website.
- ❖ Seeds of Solidarity - > a site redesign for a non-profit.
- ❖ The Cat Wants Breakfast - > a browser-based game written in Twinery.
- ❖ Logo design for Blackman & Boles - > a therapy telehealth practice based in Chicago, Ill.

Experience

Customer Success Specialist, IFS Core

2018 to 2019

- ❖ Maintained a responsive help desk system via both email & phone using Zendesk. Assisted business partners with client setup & product training for Sage & IFS Core Products. Reported software bugs & enhancements using Jira. Assisted in software testing & QA for Product Development. Contributed to software release planning discussions. Maintained On-Call support off-hours. Programmed office phones & managed Fidelity setup.

Skills: Product knowledge, Sage 100 & Sage 300 CRE, Customer Management, Software Testing & QA, Training, Client & Infrastructure Support, Release & Sprint Testing

Campaign Design Specialist, Constant Contact

2014 to 2017

- ❖ Developed & delivered branded, specialized, mobile-friendly email marketing templates for small businesses. Anticipated marketing needs & provided useful, related design elements. Designed email marketing campaigns compliant with all major email clients, including Outlook & Webmail. Utilized marketing data to cross-promote other internal design products, with a focus on both sales metrics & customer success.

Skills: HTML & CSS, Photoshop & other image editors, Mobile Template Design, Color Theory, Social Media, Marketing

Head of Member Accessibility, Otakorp Inc

2013 to 2017

- ❖ Created & implemented an ADA-compliant policy across the entire organization, covering 35,000 attendees. Recruited talent to build a fully staffed & responsive team. Ensured a quality experience for Make-A-Wish V.I.Ps. Created sensitivity training briefs on M.A. material for other member-facing teams.

Skills: Ability to work effectively in a high stress environment; Empathetic & confidential handling of sensitive issues; Event Planning & Implementation; Knowledge of ADA, Crowd Management, & HIPAA