

## About Me

I'm Stephen — a team leader, problem solver, and communicator transitioning into the tech industry with a strong foundation in customer experience, collaboration, and operations.

Throughout my career, I've gravitated toward roles that require relationship-building, coordination across teams, and clear communication under pressure. I enjoy understanding how systems and people work together — and helping bridge the gap between customer needs and operational or technical solutions.

In my current role as Team Lead at The 3rd Corner, I work closely with both front- and back-of-house teams, building relational equity, and acting as a liaison between production and service. By listening first and understanding workflows, I'm able to translate customer expectations into clear direction, helping teams deliver solutions that are accurate, efficient, and customer-focused.

Prior to this, at The Lot, I helped launch two locations and contributed to developing operational systems that enhanced service quality and guest experience in a unique luxury cinema dining environment. Earlier in my journey, as a creative business owner and project manager, I collaborated with diverse teams to produce events, music, and video content — coordinating contributors, solving problems on the fly, and learning whatever was necessary to keep projects moving forward.

Over the past two years, my curiosity and drive to grow have led me to strengthen my technical skillset through continuing education and hands-on learning. I'm especially motivated by roles where I can connect people, systems, and technology — helping translate real-world user needs into practical, effective solutions.

I'm passionate about entering the tech space with a service-oriented mindset, and I'm excited to bring together my background in leadership, communication, and customer experience as I continue this transition.