

Law School IT Help Desk Associate Law School IT Help Desk Associate Cupertino, CA Work Experience Law School IT Help Desk Associate Santa Clara University - Santa Clara, CA June 2012 to Present Responsibilities - Develop the web UI of a prototype student and faculty support ticket system. - Develop and maintain the Help Desk Reference website which the help desk staff uses as a reference. - Resolve various software and hardware issues with student and faculty devices in-person and remotely. - Set up equipment for faculty presentations and school events. IT Risk Assessment Intern Ernst & Young - San Francisco, CA June 2013 to August 2013 Responsibilities - Interviewed various clients to gather requirements and procedure information. - Evaluated SOX compliance of managerial controls over a legacy ERP data conversion project. - Documented procedures and evidence of SOX compliance. - Presented on the HIPAA and PCI DSS data security laws to a team working on healthcare data security projects. Localization Project Manager Apple - Cupertino, CA June 2011 to February 2012 Responsibilities - Managed AppleCare Service web page, software, product repair manual, help content, marketing, and legal localization projects. - Communicated and collaborated with internal cross functional teams, comprised of engineers, web-developers, content generators, and external vendors to satisfy localization project requirements. - Participated in User Acceptance Testing for internal process implementation and enhancement. Localization Project Assistant Google - Mountain View, CA July 2010 to June 2011 Responsibilities - Oversaw and created web page. user interface, help content, marketing, and legal localization projects for over 20 Google products. - Communicated and collaborated with internal clients and external vendors to ensure project completion with the highest quality. - Rewarded and recognized by Google's localization team for consistently providing exemplary support in a dynamic work environment. Education MS in Information Systems Santa Clara University - Santa Clara, CA 2012 to 2014 Bachelor of Science in Commerce in Management Information Systems Santa Clara University - Santa Clara, CA 2006 to 2010

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