

INSTRUCTIONAL DESIGN / LMS / eLearning

Junior technology professional enrolled in E-Learning Certificate, with extensive software engineering and exposure to building and improving the quality of products used by major universities and corporations for data transparency and customer experience. Expertise managing the scope and sequence of technical projects and ensuring continuity, accuracy and quality of final solutions. Highly organized with a unique blend of business and technical skills, and eager to leverage engineering acumen into a position utilizing authoring tools and LMS systems to improve corporate learning and development, customer training, or digital assistance.

KEY COMPETENCIES

- Instructional Design / Corporate Learning
- Online Assistants / Digital Conversations
- Workflow Design / Project Scope / Accuracy
- Vyond / Camtasia / 7taps / Canva
- Product Development / Java / Spring / QA
- Technical Communication / Collaboration
- Articulate 360 / Adobe Captivate
- Excel / Data Management / SQL / Data Requests
- Figma / Project Tracking / Workflows / Monitoring
- Data Governance / Documentation / Reporting

PROFESSIONAL EXPERIENCE

Application Programmer Analyst - Trust Benefit Technologies **1/2024 - 5/2024**

Created and tailored reports to meet labor union administrator requirements, ensuring accurate and timely data delivery.

- Streamlined member support processes to enhance service efficiency by assisting team with Java-based utilities
- Contributed to a smooth and responsive client support system by developing Java utilities and managing data requests
- Met dozens of diverse requirements from various union administrators using JasperReports, XML and SQL to create dynamic, data-rich reports, and improved system capabilities by integrating new features with Apache Ant and JBoss

Software Engineer - Wells Fargo **1/2022 - 5/2023**

Hired on Contract after completing full-stack JUMP program to develop and test Wells Fargo's personal assistant software.

- Designed and built a testing framework for the personal assistant to improve the efficiency of service requests
- Tested the personal assistant's responses to ensure proper flow, language use, accuracy and consistency, and ensured continuity of responses were in alignment with the scope of each customer request
- Utilized Agile methodology to troubleshoot issues and streamline project workflows with development teams
- Created Cucumber regression scripts and step definitions in collaboration with development teams, covering 100% testing of hundreds of possible transaction features and ensuring quality standards in software functionality
- Enhanced service virtualization by building an enhanced test customer generator which reduced data shepherding (Java, Oracle SQL, GIT), and modified JSONs for hundreds of possible transaction payloads (DevTest)

PROFESSIONAL INTERNSHIPS

Product Support Intern - Evisions, Inc. **Summer, 2018**

Provided technical support to clients in higher education addressing campus-wide documentation, data governance, payments and reporting solutions to help universities access and utilize critical school data.

- Utilized SQL to enhance ticket processing efficiency, allocate requests and ensure timely resolution
- Supported the ARGOS product enabling campus-wide staff access universal data sets which reduced inconsistencies and redundancies, and facilitated and improved data governance practices across university departments
- Provided quality assurance on technical support projects for FormFusion, a robust document design and delivery solution for higher education institutions enabling the customization and streamlining of document distribution
- Tracked bugs for the IntelCheck product, communicated them to development teams, and kept clients updated

Inside Sales and Technical Support Intern - Dyntek Services, Inc. **Summer, 2016**

Supported sales and technical support teams addressing client inquiries for endpoint security solutions. Learned the etiquette and process of delivering client service in a technical environment, and the internal business workflow of software solutions.

EDUCATION

B.S. Computer Science - San Diego State University (2020)

- Relevant Coursework: Databases and Data Structures, Programming Languages, Computer Architecture, Systems Programming, Operating Systems, Artificial Intelligence, Advanced 3D Video Game Development, Algorithm Analysis

Certified ScrumMaster (CSM) - Scrum Alliance (2024)

Full-Stack Jump Program, Cognixia (2021) - Equivalent of 12-18 months of full-stack development industry experience.

Certificate in Instructional Design - UC Irvine Extension (enrolled, in progress)

- Principles of E-Learning Instructional Design, Exploring E-Learning Development Tools, Designing and Developing E-Learning Courses, Project Management for E-Learning Professionals, E-Learning Evaluation and Assessment