Agnes B. Riley

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Summary

Seasoned IT professional with over twenty years of IT and process management experience. Change agent and problem solver with a passion for technology. Skilled at completing multiple projects on time and within budget.

Skills

Core Competencies: Business analysis, Project management, Process and standards definition, Software Engineering

Development: FileMaker, HTML, CSS, JavaScript, SQL, Git, CI/CD, NextJS, AstroJS, TailwindCSS

Infrastructure: Servers (Mac, Linux, Windows), Networking, Firewalls, Google Cloud, AWS

Tools: Adobe Suite, Photography, Video Editing, Project Management (Jira, Miro), Tableau

Experience

Claris, An Apple Company, Sr. Product Manager (IC)

Sunnyvale, CA
Jan 2025 – Oct 2025
10 months

- Lead product discovery and development for features enhancing security, user experience, and platform
- Defined and prioritized product initiatives in collaboration with engineering, design, and cross-functional teams
- Used customer feedback, analytics, and market research to guide roadmap decisions across the FileMaker platform
- Executed product vision on analytics and providing updates to senior leadership to ensure alignment with strategic goals

Lawrence Livermore National Laboratory, Software Engineer (FileMaker, web developer)

Livermore, CA
June 2023 – Oct 2024
1 year 5 months

- Requirements Analysis: Conducted requirements analysis to identify business needs, document functional specifications, and ensure alignment with project objectives
- Design Specifications Development: Created comprehensive design specifications and mind maps, along with schema designs and entity relationship models for apps
- Charting and Metrics: Utilize HTML, JavaScript, and CSS to develop analytical tools that improve team efficiency
- Tableau Integration: Seamlessly integrate analytical tools for enhanced data visualization from anywhere
- Dynamic Website Development: Build modern, interactive websites featuring rotating schedules and maps using AstroJS, HTML, TailwindCSS with continuous deployment
- Issue Resolution: Address user concerns, data discrepancies, and code defects efficiently

Nutek Bravo, Director, Information Technology

Hayward, CA
Mar 2022 – Feb 2023
1 year

- General IT operations management (Meraki firewall, Microsoft 365, Ring Central, Zoho Google Cloud, etc.)
- Process analysis and workflow creation (workflow charts, etc.)
- FileMaker database Development (from concept to realization including 21 CFR Part 11 compliance and following FDA guidelines on principles of software validation)
- Front-end development (NextJS, HTML, TailwindCSS, CI/CD)
- Google Cloud Apps (App Engine, Compute Engine, Cloud Storage, etc.)
- Providing phone, chat, remote, or in-person support
- Two-way data sync between FileMaker and Web Apps (FMBetterforms, JSON, JavaScript)

DriveSavers, Solutions Architect ⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀Novato, CA

- Improved work efficiency of sales team by at least 20% via process automation
- Improved shipping efficiency by mass-production of shipping labels and mobile app
- Established improved process analysis and workflow management
- Refinement and improvement of FileMaker-driven systems (desktop, mobile and web)
- Data analysis, conversion, and normalization
- Setup and maintenance of FileMaker Servers (Mac OS, Windows, Linux)
- Providing phone, chat, remote, or in-person support
- FileMaker to web Connectivity via ESS, JavaScript, JSON (FMBetterforms)

Dec 2018 – Feb 2022
3 years 3 months

Soliant Consulting, Sr. Application Developer ⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀Burlingame, CA

- Identified gaps in the process and improved workflow
- Designed and implemented FileMaker-powered apps (mobile and desktop)
- Data analysis, conversion of old systems, and normalization
- Installation and maintenance of FileMaker Server
- Web Connectivity via ESS or XML, JAVASCRIPT and JSON

Mar 2016 – Dec 2018
2 years 10 months

ZeroBlue Technology Solutions, Owner ⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀Sacramento, CA

- Drives process analysis to create better workflow
- Designs and implements FileMaker Pro database-powered solutions
- Performs data analysis, conversion, and normalization
- Deploys and manages FileMaker Servers
- Facilitates apps integration (WordPress, MySQL, SQL)
- Has a FileMaker Server Hosting business (https://www.radfm.cloud)

Sept 2008 – present
17 years 5 months

Beezwax Datatools, Consultant ⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀Oakland, CA

- FileMaker Pro database development for several Apple departments, as well as other clients
- Expert in implementing SuperContainer and SimpleDialog-driven solutions and working in the FOCUS framework

Oct 2008 – July 2010
1 year 10 months

The Investor Relations Group, Chief Technology Officer ⠀⠀⠀⠀⠀New York, NY

- Improved worker efficiency by saving at least 2 hrs/day/employee resulting in over 1 million-dollar savings per year
- Oversaw technical staff, contractors, and outsourced IT services
- Developed and documented IT policies, processes, and procedures
- Prioritization and allocation of IT resources to competing needs
- Improved company efficiency by developing over 15 complex FileMaker Pro Databases (that reduce administrative time by 2 hours per employee per workday, achieving 25% more productivity)
- Designed, specified, managed, and led rich media content portal projects
- Created and managed the MicroCaptivations® email campaign to over 190,000 investors, brokers, and money managers
- Implemented new network configuration with 1000 BASE-T network, additional Cisco wireless APs, and PIX Firewall with VPN for remote office access
- Produced websites; oversaw design and development from concept to launch

Feb 2006 – Aug 2008
2 years 7 months

New York Hotel Trades Council/Local 6, Director, Information Technology   New York, NY

- Oversaw all aspects of technology for the organization, including purchasing, initial setup and configuration; desktop, network, and server maintenance (2 OS X, Windows 2000, 2003, Linux AS and NAS)
- Proactively improved server infrastructure by converting the FileMaker server from Mac to Linux, resulting in greater productivity, 100% uptime, and enhanced stability for over a hundred users
- Updated an obsolete mail server to one that handles three domains and flawlessly processes over 29,000 attempts at access a day
- Produced the www.savetheplaza.com website and was responsible for all photography, imaging, design, formatting, and scripting, from concept to launch
- Implemented new network configuration with 5 roaming wireless routers Cisco switches and PIX Firewall with VPN for remote office access

July 2002 – July 2005
3 years 1 month

Apple Computer, Inc., Acting Mac Genius   New York, NY

- Apple-certified technician in a fast-paced retail environment
- Top-ranked hardware/software salesperson
- Consistently offered pre-sales advice and after-sales technical support and demonstrated technical knowledge that established solid client trust, bringing repeat clients, and increasing revenue
- Performed photography training and held education presentations

Nov 2001 – July 2002
9 months

Budapest Business Journal, Advertising Executive/Manager   Budapest, Hungary

- #1 sales rep for Book of Years publication yearly sales
- Doubled revenue by doubling advertising area in publication
- Solely responsible for hiring and training advertising staff
- Created databases using ACT! and FileMaker Pro

Jan 1996 – Dec 1999
4 years

Certifications

- AI For Everyone (Coursera) - 2024
- AWS Cloud Practitioner (AWS) - 2024
- FileMaker Desktop and Server (all latest) - 2024
- Apple Desktop Technician Certification - 2002

Education

AWS Cloud Institute, Cloud Computing   Online
- Part-time program   Jan 2024 – present

Coursera, Google UX Design   Online
                         Jan 2005 – Dec 2006

Fashion Institute of Technology, Photography   New York, NY
                         Jan 1998 – Dec 1999

Euro-Contact Business School, Business Management, Marketing and Accounting   Budapest, Hungary
                         Jan 1992 – Dec 1993

Hungarian Journalists' Association, Journalism   Budapest, Hungary
                         Jan 1992 – Dec 1993

University of Miskolc, English and Asian Studies   Miskolc, Hungary
                         Jan 1990 – Dec 1991