

---

## EDUCATION

<b>University of Phoenix</b> <i>Bachelor of Engineering, Computer Science, Dean's List</i>	<b>2025</b>
<b>Wayne State University</b> <i>Master of Information and Library Science, Information Science</i>	<b>2019</b>
<b>Wayne State University</b> <i>Master of Information and Library Science, Information Management</i>	<b>2019</b>
<b>Wayne State University</b> <i>Bachelor of Liberal Science, Linguistics</i>	<b>2017</b>

### Technical Skills:

- **Language and tools:** HTML5, CSS, JavaScript, Python, SQL, Adobe Analytics, Google Analytics, C++, Java, Google Cloud, AWS
- **Expertise:** Web development, Data analytics, site troubleshooting, operating systems, web maintenance, Data structures, TCP/IP, Routing, IPv6, and IPv4
- **Core Strengths:** CMS Management, SEO Optimization, Technical Documentation, Web Development

---

## PROJECT EXPERIENCE

### Website Redesign Project SEMCOG (Southeast Michigan Council of Governments) *Web Specialist* 2019 – Present

- Led the website redesign project as Project Manager, developing the RFP process, resulting in a record-breaking number of vendor proposals.

### Website Optimization Project SEMCOG (Southeast Michigan Council of Governments) *Web Specialist* 2019 – Present

- Improved the Quality assurance, accessibility and SEO of the main web page and all of its sub-pages by increasing the site score rating from 70% (Accessibility) and 60% (SEO) ratings to 89 to 98% ratings.

### Web Development Portfolio

#### [Personal Portfolio](#)

Ongoing

- Built a responsive web portfolio using HTML, CSS, and JavaScript to showcase project work and skills.

## WORK EXPERIENCE

---

### **SEMCOG (Southeast Michigan Council of Governments)**

**Apr 2019 – Present**

#### *Web Specialist*

- Optimized website performance through coding improvements, SEO optimization, and Quality assurance, leading to accessibility score increase from 70% to 90%.
- Executed front-end bug fixes and maintained site functionality by resolving issues in HTML, CSS and JavaScript, ensuring a seamless user experience.
- Leveraged Google Analytics, SQL, and Tableau for data-driven decision-making, conducting deep-dive analysis of user behavior to inform product strategy, improve user experience, and optimize conversion rates.
- Authored user guides, tutorials, FAQs, and comprehensive technical documentation to support website users and internal teams.

### **SEMCOG**

**Jan 2019 – Mar 2019**

#### *Practicum Intern*

- Analyzed and improved data models and technical documentation for internal systems.
- Collaborated in developing user-friendly documentation for SQL databases and web systems, ensuring accessibility for non-technical users.

### **Henry Ford Health Systems**

**August 2017 – Dec 2017**

#### *Billings Specialist, temp*

- Managed and maintained billing system data, ensuring data accuracy through streamlined data collection processes.
- Managed billing data and created documentation to streamline billing processes, ensuring accuracy and compliance.

### **Henry Ford Health Systems**

**Dec 2017 – Mar 2018**

#### *QI Admin, temp*

- Spearheaded the quality improvement projects, providing data-driven insights and creating process documentation to enhance system performance
- Oversaw data accuracy and streamlined data collection processes to support product improvements, ensuring that billing system enhancements aligned with user needs and efficiency goals.

### **Wayne State University/AmeriCorps**

**Feb 2016 – Dec 2016**

#### *Assistant, Contracted*

- Managed and updated SQL databases to support program evaluation and reporting.
- Spearheaded team in the managing of MS access databases to defined and transformed data for analytics and research projects.
- Analyzed program data to measure outcomes and support data-driven decision-making for non-profit initiatives.