

PROFESSIONAL EXPERIENCE

IT Analyst Intern – Platform Engineering (Agile / ServiceNow)

TJX Companies, Inc. | Framingham, MA

June 2025 - August 2025

- Supported Agile teams by facilitating stand-ups, retrospectives, and attending sprint planning meetings.
- Built and standardized Confluence templates to enhance project visibility.
- Collaborated with Product Owners, Analysts, and Engineers to streamline sprint coordination.
- Contributed to the IT Gigs initiative to improve internal role visibility.
- Developed a standup cost-tracking dashboard identifying \approx \$3k in monthly savings through meeting-time efficiency.

Microsoft Managed Service Provider Technician

Cloud Solved IT, Milford

June 2023 - February 2024

- Provided IT support for hybrid and on-prem client infrastructures, maintaining 40+ systems in Azure and O365.
- Re-enrolled 150+ users into updated Azure Security 2.0 compliance, integrating FIDO key authentication.
- Audited and remediated MFA, device compliance, and Active Directory inconsistencies.
- Supported Windows Server configurations, improving uptime and endpoint security.

Customer Service Representative

Shaws Supermarket, Milford

July 2019 - Present

- Manage front-end operations and a team of 10-25 associates in a high-volume environment.
- Oversee scheduling, labor allocation, cash control, and customer satisfaction metrics.
- Mentor and train new hires to maintain service quality and operational consistency.
- Achieve performance goals across productivity, cost control, and customer engagement.

IBM Accelerate Program (Client Engineering & Technical Sales)

IBM, Remote

June 2024 - July 2024

- Completed a WatsonX AI-driven proof of concept through a mock client engineering sales cycle.
- Collaborated with IBM mentors to strengthen technical communication and solution design skills.

PROJECTS

ChronoBox — Local Private Cloud Appliance (Founder)

June 2024 - October 2025

- Engineered a privacy-first local cloud system (Nextcloud on Debian 13, RAID-1) for secure data autonomy.
- Developed a setup framework, documentation, and cost analysis for MVP deployment.
- Defined ChronoBox's Hybrid Product-as-a-Service (HPaaS) model with 40% projected margin.

Framingham EDC Website — Capstone Project (Team Lead)

September 2025 – Present

- Leading a 6-person team to design and launch a Squarespace site for the Framingham EDC.
- Overseeing client relations, UI/UX, and SEO to attract enterprise investors.
- Managing deliverables and milestones toward December 2025 launch.

EDUCATION

Framingham State University, Massachusetts

Bachelor of Science in Business Information Technology & Systems

Minors distinction in Computer Science

Expected Graduation: December 2025

- Former Senator, Student Government Association (Finance Committee)

FOUNDATIONAL SKILLS

Time Management • Exceptional Verbal and Written Communication • Continuous Learning • Client Satisfaction • Team Player • Self-Starter • Adaptable • Problem-Solving • Sales Mindset • Resilience • Forward-Thinking

TECHNICAL SKILLS

Java • Spring Boot • SQL & PostgreSQL • Cloud Security (Azure) • IBM WatsonX Assistant • Web Development • Microsoft Server Systems • Version Control (Git) • Customer Relationship Management

