



Objective

To become part of an Organization that develops meaningful projects, which are not only beneficial for the company but also to society. Looking for a challenging role in a dynamic and demanding environment, where my abilities and skills will provide value to the organization.

Education

B.A., Software Information Systems **2015**
University of North Carolina at Charlotte

Professional Experience

Lowe's Companies, Inc.

IT Associate Infrastructure Engineer, IT Large Systems and Web
June 2016 - Present

- Assist with SCCM client issues working along with the Bangalore (India) team.
- Work on the implementation of the Automation Patching process.
- Assist decommissioning servers.
- CyberQuest deployments.
- Operating System Deployments.
- Participate of Disaster Recovery supporting physical and virtual servers.
- Create and update Standard Operation Procedure documentation.

Lowe's Companies, Inc.

IT Specialist – College Talent Program

Infrastructure Engineering | Database Administrator - SQL Server
June 2015 - Jan 2016

- Responsible for building enterprise database infrastructure, including performing data backups and migration along with the design, configuration, and integration of databases.
- Assisting in building databases in a high volume environment operating 24/7/365.
- Primary contact on different projects.
- Created and updated Standard Operation Procedure documentation.
- Assisted with Deploy Payment Services infrastructure w/ req. business capabilities to Canada (Q1); US (end Q3) for Credit Chip and PIN
- Responded to MSB findings.
- Assisted with OS updates/patches within 30/90 day windows.
- Remediate audit findings as part of project SPEAR
- Testing Environment improvements such as supporting the testing automation framework, development of regression suites, and delivery of greater stability and agility for test environments.
- Support & Run the Business - Continue Field Service/Evergreen (Lifecycle) Model, execute "Maintain the Business" items within Functional Plan, and Execute IT Portfolio Governance.

Engineering | International Team Jan. - July 2016

- Created process workflow diagrams and narratives showing business and IT ownership for identified areas of need
- Assisted Mexico team in analysis for Security & Compliance matters. (MSB, Vulnerabilities Waivers & Remediation's)
- Helped facilitate and/or navigate IT services for assigned project deliverable on behalf of Mexico and Canada partners.
- Ensured different teams are progressing on efforts and responding to requests of assistance for International initiatives and intervene where needed.

UNC Charlotte – CCI Female Ambassador

Female Ambassador Sept. 2014 – May 2015

- Responsible for recruiting students, community outreach, and promoting the College of Computing and Informatics during different on campus and off-campus events.

UNC Charlotte – Computer Professionals

Teacher Assistant Sept. – Dec. 2014

- Responsible for mentoring and guiding 50+ UNC Charlotte students.

UNC Charlotte – Mobile App Development

Research Analyst Sept. 2013 – May 2015

- Responsible for implementing server, developing program, running studies and gathering data.

Golden World Investments

Office Administrator 2006 – 2008

- Responsible for creating, designing and maintaining technical documents, marketing material and two web sites.
- Responsible for training clerical staff.

UNC Charlotte – SPARCS*Head Coordinator*

Sept. 2012 – May 2015

- Responsible of acquiring data, coordinating with volunteers and maintaining a website.

UNC Charlotte – Game2Learn Lab*Research Assistant*

Sept. 2012 – May 2013

- Responsible for collecting information, running studies and reviewing literature related to exergame

UNC Charlotte – STARS*Evaluation Assistant*

Sept. 2012 – May 2013

- Responsible of monitoring, conducting an evaluation research and reporting all activities from the UNC Charlotte STARS Computing Corps organization.

JetStream Ground Services Inc.*Office Administrator*

2008 – 2009

- Responsible for the overall hiring process by implementation and maintaining a database with candidate's documentation for Customs and Borders Protection and City of Charlotte.
- Responsible for maintaining accurate databases of employees for payroll purposes.
- Maintaining and providing monthly reports to US Airways.
- Managing quarterly reports and maintaining zero defect compliance, keeping penalties to a minimum with Customs and Borders protection and City of Charlotte (Aviation department).

Aquakleen Inc.*District Manager*

2006 – 2007

- Responsible for all aspects of sales, marketing, recruiting, and training.

Honors & Awards**STARS Computing Scholars Award***STARS Computing Corps*

- Scholarship Recipient 2013/ 2014/ 2015

President's Volunteer Service Award*Citizen Schools*

- Bronze Level 2015
- Silver Level 2014

Outstanding Corps Student*STARS Computing Corps*

August 2013

The Computing Research Association's Committee on the Status of Women in Computing Research (CRA-W)*Research Experience for Undergraduates*

- Scholarship recipient 2012

Skills

- ◆ Bilingual (Eng/Spn) ◆ Leadership ◆ Automation ◆ Java ◆ C++ ◆ C# ◆ Ajax ◆ CSS
- ◆ SCCM ◆ JavaScript ◆ HTML ◆ ASP.NET ◆ CSS ◆ JSP ◆ SQL ◆ MySQL ◆ JQuery ◆ Servers
- ◆ Android App ◆ Remedy Ticketing ◆ Tripwire & Nexpose remediation ◆ Troubleshooting
- ◆ Operating System Deployment ◆ Nlyte ◆ Windows ◆ Customer Service ◆ Active Directory
- ◆ Microsoft Office Suite ◆ VMWare ◆ ILO ◆ Documentation ◆

References Available Upon Request