

Summary

Passionate, driven, intellectual that is results driven. My passions for teaching and technology have given me a unique ability to take high technical knowledge and jargon and make it palatable for everyone. Striving to bring the best out of everyone around me.

Skills:

- | | | | |
|----------------------------|--------------------------|---------------------|--------------|
| • High Technical Knowledge | • PC/Mac/Linux knowledge | • Customer Service | • JavaScript |
| • Creative Problem Solving | • Facilitation | • Technical Writing | • HTML |
| | • Leadership | • Lesson Plan | • CSS |
| | • Optimization Strategy | • Python | • MySQL |
| | | • Filemaker | • MongoDB |

Experience

SHFT LLC

Anchorage, AK

- ◆ Owner: June 2018 - June 2021

This time can be boiled down to two words. "People Management." Y&Y opened a retail business in 2017 however I had been working with the owners for years prior. Helping navigate regulations within the city, working with contractors, engineers, architects, and

Y&Y LLC

Anchorage, AK

- ◆ General Manager: June 2017 - January 2020

This time can be boiled down to two words. "People Management." Y&Y opened a retail business in 2017 however I had been working with the owners for years prior. Helping navigate regulations within the city, working with contractors, engineers, architects, and city officials to get the business off the ground.

Once launched I hired, trained, coach, and delivered feedback to a staff of 20 and took a budding business and began turning profits within the first 6 months of operations, doubling our first years revenue and increasing profits margins.

Apple Inc.

Anchorage, AK

- ◆ Creative: September 2013 - June 2017

As a Creative it was my job to create a positive safe environments to stimulate conversations in the pursuit of understanding and learning. I trained employees and customers on a wide variety of things. These training programs were done in personal one on one sessions as well as large group workshops.

I also led training programs for other local companies to get their staff informed on technology and use for a mobile first business world. (Mobile Device Management, Server Setup, E-mail setup and management, and anything else the client would request)

During my time in this roll I also led teams of employees to lead large scale projects with classrooms of kids from K-12. Planning lesson plans, working with team members in coaching sessions and delivering feedback. Debriefs after every session to highlight successes and challenges to help lead to future innovations.

Having tools to learn are just as important as the learning it self so I would create interactive e-books to help staff learn the ins and outs of new systems and operating system changes.

◆ Technical Expert: July 2011 - September 2013

Day to day was troubleshooting concerns ranging from personal and enterprise e-mail configurations to hardware repairs on phones and computers (Specializing in Business to Business interactions)

*Certified via Pearson Vue for ESD Safety and a number of certifications for hardware/ software repairs on Apple Devices

Help desk related tasks such as EFFA (Early Field Fail Analysis) Captures, over the phone troubleshooting, SAP inventory management and corrections, data migration and recovery.

University of Anchorage Alaska

Anchorage, AK

◆ Student Teacher: January 2011 - May 2011

I taught two classes with roughly 30 undergraduates in each. Technical Writing included formal writing styles and citation methods. Intro to Literature revolved around reading assignments and critical thinking with the occasional multipage paper. I would also coach struggling students during office hours along with lesson planning.

Best Buy

Anchorage, AK

◆ Musical Instruments Specialist: May 2009 - June 2011

I worked within a small department within Best Buy that dealt specifically with musical instruments and sound equipment. I handled sales as well as educating customers about what was possible with the equipment. Everything from small home studios and garage band instruments to recording methods and live sound reinforcement.

Education

Denver University
Present

Denver, CO -

Enrolled in a full time program geared towards Full-Stack Development.

Creative Strategies
May 2014

Cupertino, CA -

I attended a dedicated training program held at Apple Headquarters. Where we learned high level theory and application of learning strategies. We would discuss topics ranging from how people learn to what environmental elements help or hamper learning.

University of Anchorage Alaska
May 2012

Anchorage, AK -

Masters of English Literature
B. A., English

References

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