
Technical Skills & Certifications

- Knowledgeable in: HTML, CSS, Javascript, React, NPM, Node, Express, & Mongoose
- Amazon certified 'AWS Cloud Practitioner'
- Apple certified in Apple's Desktop, Laptop, Mobile Hardware, and OS X Software (2008+)
- Google Cloud certification in G-Suite (ie. Drive, Gmail, Docs, Sheets, Forms, etc)
- Microsoft certified in Office Suite (Word, Excel, PowerPoint, Outlook, etc)
- Knowledgeable in Adobe Creative Cloud products: InDesign, AfterEffects, Photoshop, Muse, and XD

Professional Experience

Founder / Product Manager

October 2015 - Present

Brotech LLC (Bethesda, MD)

- Created, developed, and maintain operation of a social network with an international user base of over 1,000,000 users
- Coordinated and validated the development of applications on iOS, Android, and a supporting administrative web interface
- Defined requirements for and oversaw the operation of a team participating in the Agile life cycle
- Facilitated daily meetings with the team's Scrum Master, Developers, Designers, and QA Team
- Operated initiatives in market research (ie. conducting focus groups, managing social media, and competitive analysis) to generate quarterly metrics reports and leverage findings to prioritize product development efforts
- Provided customer support via social media engagement (with over 150,000 followers) and traditional help desk support
- Used tools such as TestFlight, App Store Connect, Apple Configurator, Google Play Admin Console, Firebase Console, Bash, VNC, VS Code, LogMeIn to manage the development and deployment lifecycles
- Monitored and managed production systems in a cloud-based deployment environment (AWS: Lambda, S3, EC2, etc)
- Managed tools such as JIRA, Trello, Github, and Google Apps for a team of developers

General Manager

February 2015 – January 2020

Tenley Grill, LLC (Washington, DC)

- Developed restaurant menus and pricing strategy, defined and documented restaurant operating policy
- Managed restaurant operations and used operational oversight to control costs via staff management, scheduling, and inventory control - reaching sales targets of over \$1.5 million annually
- Interviewed, hired, and trained over 100 employees on operations, menu, service standards, and company policy
- Provided on-the-floor management support to identify patron needs and facilitate restaurant operations
- Scheduled, coordinated, and hosted large group events for 350+ patrons (ie. fundraisers, parties, and live performances)
- Active certifications of ServSafe, TIPS, and DC ABRA Manager's License

Certified Apple Technician (Genius)

August 2008 – November 2014

Apple (Bethesda, MD)

- Provided training, service, and hands-on support for Apple customers' hardware and software
- Developed weekly training and mentorship plans to support employee growth
- Maintained knowledge of Apple's products, software, and services to provide guidance and support to customers to customers before and after their purchases
- Recognized for having one of the highest customer satisfaction ratings among all technicians in the market

Market Manager

August 2008 – November 2014

GMR Marketing (Washington, DC)

- Contracted and established relationships with venue management to expand venue universe for promotions
- Executed weekly meetings, team building events, and training seminars for 50+ employees
- Recruited, trained, and served as initial point of contact for other field employees and direct reports
- Winner of the "National Field Director's Award" for outstanding achievement and dedication

Education

General Assembly, Software Engineering Immersive (Washington, DC)

February 2020 – May 2020

Justice (BA) & Visual Design (BA), American University (Washington, DC)

August 2003 – June 2008

- Recognized on the Dean's List and Alpha Lambda Delta National Honor Society Member