# Technical Expertise

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| * C# * Java * JavaScript * Python * SQL * Kusto Query Language (KQL) * HTML * CSS | * .NET framework * Bootstrap * Common Data Service * Power Platform * Azure * Azure Active Directory * Power Automate * Dynamics 365 CRM | * Linux (Ubuntu, Arch) * Visual Studio * Visual Studio Code * Git/GitHub * Azure DevOps * Hyper-V * Agile methodology * IcM |

# Professional Experience

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| Infosys Ltd. (Microsoft Corporation) | Redmond, WA  Senior Associate | October 2018 — Present |
| * Troubleshoot complex internal/external customer challenges spanning multiple integrated Microsoft services with a focus on the Dynamics 365 CRM ecosystem * Identify and collaborate with feature owning product teams to drive resolution of issues * Primary point of escalation within a geographically diverse support team, resolving technical and interpersonal roadblocks both internal and external to Microsoft * Collaborate across development/management teams driving product, process, and reporting improvements * Design and build automation to reduce manual effort and toil * Transfer knowledge by onboarding new hires and designing/presenting training material for the globally distributed team | |
| Revature | New York, NY  Dynamics 365 CRM Consultant | July 2018 — October 2018 |
| * Project development in C#, SQL, .NET, HTML, CSS, JavaScript/jQuery, and Bootstrap in a Dynamics CRM environment * Team lead for an Agile project including development of custom Dynamics plugins, workflows, and RESTful APIs | |
| DicomSec | São Paulo, Brazil  Co-Founder | September 2016 — July 2017 |
| * Built a web platform for the secure transfer, transcoding, and encryption of radiological (DICOM) images * Identified over 1500 DICOM servers accessible over the public Internet * Led research effort into HIPAA regulatory compliance and enforcement | |

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| HCHEQ | Tarrytown, NY  Administrative Coordinator/Health Home Associate | June 2013 — May 2016 |
| * Provided clear, eﬀective application and Windows support for end users * Worked with development team to perform root cause analysis of critical incidents and bugs * Primary point of contact for all second tier bug reports, feature requests, and user training opportunities * Primary, direct liaison between development team and users as well as development team and management * Rapidly became the product expert for multiple internally developed and third-party applications to provide both QA and support | |
| Hudson Health Plan | Tarrytown, NY  Junior Data Analyst | January 2013 — June 2013 |
| * Managed PHI receipt and processing from external medical organizations for HEDIS and QARR compliance * Acted as liaison between clinical staﬀ and IT analysts * Provided application support on multiple applications by phone and email * Produced high-quality documentation for specific applications * Assisted in development of streamlined processes for data receipt and processing * QA and UAT for internally produced software * Produced reports to show QARR and HEDIS compliance | |
| Frontier Communications | Rochester, NY  Special Accounts Representative | January 2012 — May 2012 |
| * In a B2B call-center environment, translated customer (CLEC) requests into tickets/work-orders for a telephone (POTS) provider | |

# Education

Harvard University Extension School, Master of Liberal Arts, Information Management Systems, 2017

SUNY Geneseo, Communicative Disorders and Sciences/Computer Applications, 2011

# Volunteer

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| Eastern Cooperative Recreation School  Board Chair | 2019 — Present |
| * Drive strategic, tactical, and operational decision making in collaboration with our 100% remote executive board | |
| Technology Consultant | 2013 — Present |
| * Configure and support website, marketing, and data management tools for day-to-day operations and event management | |
| Improv Theater Teacher | 2012 — Present |
| * Lead inclusive, confidence and community building improv workshops for beginner and intermediate participants | |