

## PROFESSIONAL EXPERIENCE

### Appian Corporation

McLean, VA

Cloud Support Engineer

**August 2024 – Present**

- Solved over 350 customer cases, with 20% of them being highly critical, with a 100% very satisfied customer review.
- Configured and built 60+ VPN and AWS PrivateLink connections for secure customer site integration.
- Redesigned disk usage metric displays to reduce dashboard noise, improving issue detection speed by 80%.
- Integrated performance metrics with FedRAMP-compliant alerting systems to streamline incident triage and ensure regulatory alignment.
- Guide customers through seamless mail infrastructure migrations, ensuring minimal disruption and clear communication.

### Juni Learning

Remote

Senior Computer Science Instructor

**March 2022 – July 2024**

- Designed and delivered curricula for Python and Java, resulting in a 94% boost in student engagement.
- Tailored instruction to accommodate student needs, resulting in a more effective learning experience for each student.
- Transformed complex subject matter into comprehensible content that resonated effectively with diverse learners.

### Juliana's Pizza

West Hartford, CT

Hostess

**June 2018 – March 2019**

- Maintained a 95% customer satisfaction score by providing excellent service and handling unexpected issues calmly and efficiently.

## EDUCATION

University of Pennsylvania, School of Engineering & Applied Science

Philadelphia, PA

Bachelor of Applied Science

**May 2024**

Major: Computer Information Systems | Minor: Psychology

GPA: 3.56/4.0

Relevant Coursework: Computer & Network Security; Computer Organization & Design; Programming Languages & Techniques; Database & Information Systems; Human Computer Interaction

## PERSONAL PROJECTS

### Monitoring Alerts

Web Development

**May 2025 – Present**

- Deployed a Prometheus server to monitor system and network metrics in a self-hosted lab environment.
- Configured SMTP-based alerting workflows to detect anomalies and send real-time notifications.
- Visualized metrics using Grafana dashboards, simulating enterprise-grade monitoring practices.
- Regularly update alert rules to reflect evolving baselines and reduce false positives.

## SKILLS

**Certifications:** CompTIA Security+ (Active)

**Technical:** Prometheus Stack, VPN, Linux, AWS, Kubernetes

**Programming Languages:** Python, SQL