

PROFESSIONAL SUMMARY

Diligent and reliable solutions-driven worker with an excellent customer service background. Big-picture focused with a keen eye for details and proven results in increasing efficiency. Skilled trainer and effective team leader with a passion for people.

EMPLOYMENT HISTORY

Legal Transcriptionist - Veritext Legal Solutions (10/2025 - Present)

- Utilize proprietary transcription software to create, review, and generate transcripts of legal proceedings.
- Adhere to strict style guidelines and state Court rules for formatting.

Library Page of Literacy - San Bernardino Public Library (1/2025 - 8/2025)

- Instructed a roster of dozens of adult English Language Learners in spelling, grammar, punctuation, pronunciation, and writing.
- Developed and hosted weekly and monthly educational programs in the literacy department.
- Designed educational and promotional social media posts and print flyers for the literacy department.

Senior Guest Services Rep - Yaamava Resort and Casino (9/2023 - 5/2024)

- Provided every guest with best-in-class service to ensure a positive experience within the resort.
- Met and exceeded quota of new guest enrollments each month.
- Diagnosed and repaired casino information kiosks, workstation PCs, and card printers as necessary.

Software Engineer - SecondSight.ai (11/2021 - 12/2022)

- Developed a pipeline to format raw client data for display on SEO-optimized web pages.
- Built and streamlined cloud infrastructure to handle tens of millions of live records efficiently.
- Learned Amazon Web Services and Node.js language from scratch within first 60 days on the job.

Software Development Teaching Assistant - ElevenFifty Academy (6/2021 - 1/2022)

- Worked with students one-on-one and in a group setting to facilitate understanding of core programming concepts.
- Created supplementary instructional materials to enhance students' knowledge beyond the core curriculum.
- Achieved a 96% pass rate for students in my cohort.

Mortgage Escrow Team Lead - Allied Solutions (8/2018 - 7/2021)

- Designated Subject Matter Expert for escrow payment address database and client onboarding integrations.
- Implemented automation into daily escrow process, reducing errors by over 80 percent and decreasing client onboarding time by 400 percent.
- Worked alongside business analysts and web development team to overhaul internal web app design and functionality.

Shift Manager - Disc Replay (4/2017 - 8/2018)

- Responsible for safe drops, opening and closing procedures, team development, and judgment calls on returns and purchases.

Lead Server - Sawasdee Thai Restaurant (8/2012 - 8/2017)

- Trained new hires, assisted with vendor meetings, handled guest concerns in owner's absence

EDUCATION

BA in Economics, Indiana University Indianapolis (2018)

Certification in Software Development, Blaizing Academy f/k/a ElevenFifty Academy (2021)

BS in Paralegal Studies, National University (2027)