

EXPERIENCE

MANAGER, DESIGN & DEVELOPMENT

The Music Playground / Audigent
Jan 2019 - Present

- + Design hi/lo-fidelity wireframes and mockups for website updates and features using XD, Figma, and InVision
+ Conceptualize and produce over 50 original designs for album artwork, graphics, posters, ads, and videos using Photoshop and Illustrator
+ Manage websites themusicplayground.com, thedinermusic.com, updating the front-end design, debugging, and testing new features using HTML, CSS, JavaScript, PHP
+ Use Git for version control on a Wordpress framework
+ Track inventory, repair over 50 hardware devices, maintain network infrastructure like routers, switches, and RAID servers
+ Implemented an inventory management system using AirTable, Apple Business Manager, and Mosyle to make the company's IT infrastructure scalable

SENIOR TECHNICIAN, GENIUS

Apple, Inc.
Oct 2015 - Jun 2018

- + Facilitated at least 30 daily appointments for all Apple products, including Apple Watches, iPhones, MacBooks, and Mac Pros
+ Managed and actively trained new staff, set up teams with mentorship roles, attend quarterly meetings and exceeded metric reviews
+ Proactively strategized with upper management and HQ for new methods to improve and streamline the customer experience for repairs, pick-ups, and appointment times
+ Did hands on troubleshooting and repairs on all iPhones and Macs with precise technique and quick turn around times

WEB MASTER & CONTENT MANAGER

Rockefeller College
Sep 2016 - Sep 2017

- + Followed branding guidelines to create new websites, aligning fonts and CSS styling for body, navigation bars, and footers
+ Surveyed and gathered data to gauge students' user interaction on our websites using Google Forms
+ Oversaw the college's and individual departments' websites using HTML, CSS, Javascript, updated through an FTP to communicate with their servers

WEB DEVELOPER & DESIGNER

Advisement, University at Albany
May 2016 - Jan 2017

- + Created high-fidelity mockups of websites, using feedback provided by users, students, and faculty
+ Updated the website, linked pages, and edited styling according to University's branding guidelines using OpenText (formerly Red Dot)

EDUCATION

MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Executive Program Certificate:
Human Computer Interaction for User Experience Design
Dec 2019

UNIVERSITY AT ALBANY

Bachelor of Science in Informatics:
Human Computer Interactive Design & Social Media Analytics
Dec 2016

SKILLS

- + Figma, Sketch + Prototyping
+ InVision + Wireframes
+ UI Design + Graphic Design
+ UX Research + Wordpress
+ JavaScript (React, Vue) + Shopify
+ Adobe CC (Ps, Ae, Xd, Ai, Id) + IT Infrastructure
+ HTML/CSS + SEO
+ Hardware/Software Troubleshooting