

EDUCATION

The Pennsylvania State University
B.S. Information Sciences and Technology (People, Organizations, and Society)

University Park, PA
May 2024

- Minor: Entrepreneurship Technology
- Relevant Coursework: IST 302 IT Project Management

CERTIFICATIONS & MEMBERSHIPS

Certified Associate Project Management (CAPM), Project Management Institute
Member, Project Management Institute

Expected in 2025

PROFESSIONAL EXPERIENCES

Southern California Edison
UX Designer / UX Architect

Remote
June 2024 – Present

Leadership & Cross-Functional Collaboration

- Collaborate and coordinate in SCRUM team to redesign and optimize the website experience for 370,000+ Edison customers, successfully reducing usability risks by 20%, to reduce the cost and the time aspect of help desk support.
- Serve as primary liaison between Product, Engineering, and QA teams and stakeholders ensuring strategic alignment of business goals with technical execution and design standards across multiple product initiatives.

Project Planning & Risk Management

- Lead Product Improvement Validation (PIV) efforts for Multi-Factor Authentication (MFA) rollout by aligning timelines for each project milestones across Product, QA, and Engineering teams, mitigating defects and ensuring on-time, successful releases.
- Manage and oversee User Acceptance Testing (UAT) team and their processes to validate all developed components meet business and design specifications and to identify usability issues, and facilitate resolutions for identified risks by coordinating with Engineering and QA teams.

The Pennsylvania State University
Information Technology Specialist

State College, PA
August 2019 – August 2020

Manage & Optimize IT Resources

- Proactively recommended tools or solutions that meet faculty and staff needs rather reactively respond to hardware and software requests to contribute to library-wide strategic budget and value management goals.
- Contributed to rollout of infrastructure upgrade project by assisting in deployment, setup, and integration of new servers and high-speed CAT6 cables as part of a library-wide IT modernization project.
- Managed and coordinated scheduled maintenance and repairs for IT hardware such as work machines, Uninterruptible Power Supply (UPS), power backups, and generators, achieving a 17% decrease in downtime.

Collaborate Across Teams

- Collaborated cross-functionally with Finance, Implementation, and Admin teams to ensure project deliverables are aligned with project timelines and budget constraints for the library-wide IT modernization project.

Deliver User Support & Problem Resolution

- Led and coordinated helpdesk tickets and incident response activities, ensuring all tickets are timely investigated, mitigated, and resolved to keep the IT operations uninterrupted.
- Respond to helpdesk tickets, support workstations and handheld devices, and onboard users with appropriate IT access and training.

AccuWeather
UX Summer Intern

State College, PA
May 2022 – July 2022

- Created wireframes and prototypes for a 24/7 streaming digital media network, driving a projected 39% increase in ad revenue through strategic analysis of business and user impacts.
- Researched and designed the Health & Activities page to have a customized experience to open a new revenue stream.

SKILLS AND TOOLS

Microsoft Suite (MS Project, Power BI, Excel, SharePoint) · Jira · Smartsheet · Trello · Visio · Tableau · Figma