

## **OBJECTIVE**

*Seeking to increase my impact on the direction of technology through a human-centered approach.*

## **WORK EXPERIENCE**

### **MICROSOFT CORPORATION**

*July 2013- Present*

#### ***Senior Program Manager***

- Collaborate with design, engineering, and research to understand and create an experience to increase customers productivity within Office
- Define and scope the requirements and priorities for a release of extensibility features
- Partner across client teams to build a customer experience that works across the board
- Manage the API requirement sets definition and release across 5 Outlook clients
- Represent the Office Extensibility as a speaker at Microsoft Ignite and Build conferences

#### ***Program Manager II***

- Shipped the Office Extensibility on Outlook Mobile for Android
- Joined forces with external partners such as Salesforce and Evernote to build and define a solution that is integrated across multiple Outlook clients
- Collaborated with researchers and data scientists to conduct the first A/B experiment within the Outlook Extensibility team
- Represented Outlook Extensibility in multiple conferences

#### ***Program Manager***

- Defined the functionality of new Outlook Extensibility JS APIs
- Partnered with Designers on user experience updates for the Outlook Extensibility
- Shipped a default Outlook add-in called My Templates
- Became the accessibility champion for the Outlook Ecosystem team

### **MICROSOFT CORPORATION INTERNSHIP**

*Summers, 2011 and 2012*

- Updated security and privacy risk assessment process within Exchange
- Acquired feedback from system users interview assessments
- Investigated effective practices for gathering internal telemetry

### **HARRIS CORPORATION INTERNSHIP**

*Summers, 2009 and 2010*

- Designed software to enhance programming organization
- Partnered with product teams to improve software quality
- Debugged radio software to improve customer satisfaction
- Tested and operated military communications

## **EDUCATION**

### **MASTER OF ENGINEERING IN HUMAN CENTERED DESIGN** *Expected Graduation 2019*

University of Washington - Seattle

### **BACHELOR OF SCIENCE IN COMPUTER SCIENCE ENGINEERING** *April 2013*

University of Michigan – Ann Arbor

## **VOLUNTEER EXPERIENCE**

### **UNITED WAY: FREE TAX CAMPAIGN** *January 2015 – April 2017*

- Served as tax preparer with advanced certification at Seattle Public Libraries
- Aided families and community members of underserved populations with tax completion

### **TECHNOLOGY EDUCATION AND LITERACY IN SCHOOLS (TEALS)** *June 2014 – June 2016*

- Teach computer science introductory course to high school students
- Collaborate with teaching team to enhance curriculum, learning modules, and classroom activities

### **KENYAN RED CROSS** *January 2013 - April 2013*

- Conducted community outreach and health training
- Assisted annual Lamu Medical Clinic by ensuring families received healthcare and medications
- Collected medical history from rural communities by visiting remote villages

### **LAMU'S AMERICAN CORNER** *January 2013 - April 2013*

- Educated young adults on computer literacy and foundational computer skills
- Introduced young adults to the benefits of computers and technology education
- Eliminated learning barriers for students through needs-assessment

## **ADDITIONAL**

### **CONFERENCE SPEAKER**

- //Build: 2016, 2017, 2018
- Microsoft Ignite: 2016, 2017, 2018
- Dreamforce: 2016
- Microsoft Tech Ready: 2014, 2015

### **AWARDS AND ACHIEVEMENTS**

- Pending Patent: Cross platform command extensibility
- Scholar Power Academic Achievement Award (2009-2013)