

EDUCATION

San Diego State University, Fowler College of Business, San Diego, California:

Expected Graduation Date: 5/2025

Major: *Information Systems*, Bachelor of Science in Business Administration

- **Relevant Coursework:** Intro to Python, Networks and Data Communications, Information Systems Analysis and Design, Object Oriented Programming, Data Management Systems
- **Technical Skills:** Jamf Pro Administration, Windows Administration (Autopilot, Endpoint Manager/Intune), ServiceNow Desktop Support, Lab Computer Maintenance, SQL, Python, Excel, Audit Board, Adobe Acrobat
- **Soft Skills:** Communication, Teamwork, Customer Service

Grossmont Community College, San Diego, California: 6/2023 Associate of Science: Business Administration/Economics for Transfer

PROFESSIONAL EXPERIENCE

IT Internal Audit Intern

Midland Credit Management, San Diego, CA - 05/2024-Present

- Perform IT controls testing, including Tests of Design (TOD) of Controls, Tests of Operating Effectiveness, and testing remediation of previously identified deficiencies to ensure that Encore and its businesses are complying with standards set by the Sarbanes-Oxley Act (SOX).
- Assist the Senior Internal Auditors with the Quarterly Certification of internal controls.
- Perform Financial, Operational and Compliance Audits.
- Apply the International Professional Practices Framework and Standards from The Institute of Internal Auditors.

IT Student Assistant

IT Department for College of Professional Studies & Fine Arts, San Diego State University, San Diego, CA - 10/2023 – 5/2024

- Managed the administration of over 200 Mac computers and 30 iPads using Jamf Pro.
 - Oversaw the management of 25+ Windows computers through Autopilot and Endpoint Manager/Intune.
 - Installed and maintained 100+ lab Mac and PC computers.
 - Provided desktop support for faculty, staff, and students via the ServiceNow helpdesk.
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PROJECTS

Business Process Redesign- Conducted analysis of KI Speed: Customer Management Process. Used process models, data flows, and risk analysis to implement digital queuing systems. Improved customer satisfaction and retention, reduced refunds, supporting enterprise-level goals and providing a 140% ROI by offering customers up-to-date wait times and a streamlined CRM

Database Development Project - Designed and implemented a relational database system using SQL Server. Created and normalized a schema with seven interconnected tables, each with unique primary keys and relevant attributes. Defined relationships using foreign keys and enforced data integrity constraints. Wrote and executed SQL queries for data insertion, aggregation, and reporting, including customer spending analysis and product sales summaries.