

SUMMARY

Dynamic professional with a proven track record for Waymo, excelling in data analysis and team leadership. Adept at mentoring and driving performance improvements through comprehensive reporting and strategic task delegation. Skilled in SQL and R programming, fostering collaboration across departments to achieve operational excellence and enhance project outcomes.

SKILLS

Data analysis

- Relational database management
- R programming language
- SQL/MYSQL
- Tableau

Web Development

- HTML/CSS
- JavaScript
- React
- API integration
- Node/Vite

Team Leading

- Employee training
- Task delegation
- QC
- Meeting hosting
- Performance Review

EXPERIENCE

FREELANCE WEB DEVELOPER | 02/2025 to Present

Self-Employed - Lansing, MI

- Developed custom web applications and websites for small businesses and non-profits using modern JavaScript frameworks including React and Node.js
- Collaborated directly with clients to gather requirements, provide technical consultation, and deliver solutions that meet their specific business needs
- Implemented responsive design principles and API integrations to create dynamic, user-friendly web experiences
- Managed full project lifecycle from initial planning and development through deployment and ongoing maintenance

ENGINEERING OPERATIONS SPECIALIST | 08/2021 to 01/2025

Waymo through Cognizant - Novi, MI

Promoted to Senior Engineering Operations Specialist in 02/2023

- Provided technical leadership to the engineering operations team by mentoring junior associates and leading performance reviews
- Delegated tasks to team members on a daily basis to ensure project efficiency and timely completion
- Prepared comprehensive weekly summaries of diverse performance indicators, driving data-informed improvements
- Analyzed internal performance metrics to identify recurring issues and operational trends, contributing to process improvements and root-cause prevention
- developed and delivered clear, data-driven reports for software engineering teams to support incident resolution and system optimization

AGENT -> ADVANCED REPAIR AGENT | 10/2018 to 05/2020

Geek Squad

- Engaged with customers to find custom solutions to their personal technology needs
- Delivered exceptional customer service while achieving the highest in-store productivity rate of any agent
- Diagnosed and repaired hardware and software issues for a wide range of consumer electronics, including laptops, desktops and mobile devices

EDUCATION AND TRAINING

University of California, Santa Cruz - Santa Cruz, CA

Bachelor of Science

Computer Science, **06/2020**

City College of San Francisco - San Francisco, CA

Associate of Science

Object Oriented Programming, **06/2016**

CERTIFICATIONS

- Google Data Analytics Professional Certificate