

A **Creative Problem Solver** with 2 years of professional experience and 6 years of education in *Information Technologies, and Programing*. Motivated to grow my skill set and develop as a new candidate that thinks outside the box and provides alternative viewpoints. Having both a technical and business-oriented background, I am able to communicate cross-functionally with all types of departments within the organization.

- Problem Solving in a Team Environment
- Organized and Critical Thinking
- Vendor Management
- Excellent Communicator, Verbal and Written
- Certified: CompTIA A+, Networking+
- Certified: HDI Customer Service Representative
- Certified: HDI Support Center Analyst
- Programming: Java, Python, C++, HTML, SQL, AJAX
- Experienced in Google Cloud Platform

Exchange Bank - Help Desk Analyst II

September 2018 - Present

- **Increased Productivity through Scripting:**
 - Experienced in Exchange Server 2016 user creation via PowerShell and Exchange Management Shell.
 - Automated PowerShell scripts via Windows Task Scheduler to manage computers, users and printers.
 - Programmatically deployed software & schedule Monthly Updates via IBM BigFix Console.
- **Cross-Functional Communication:**
 - Draft new cross-departmental IT security policies, procedures, and "How to Manuals".
 - Experienced in trouble shooting DNS, DHCP, VPN, analog lines, VOIP lines, network switch configuration.
- **Everbridge Scripting Project to Automate Covid Survey**
 - Drafted our daily Covid survey sent to 400+ employees to survey their work status for contact tracing purposes.
 - Automated reports via Python and the Everbridge API, to email our covid team a daily excel report.

LetteUrLawn - eCommerce Developer

September 2020 - Present

- Part-Owner/Developer of eCommerce website, launched 60 days after it was founded.
- Developed a Wordpress & Woocommerce website connecting APIs such as CardConnect.
- Configured G Suite & GoDaddy: DNS records, gmail, SSL certificate, and custom resource records MX, www, & mail.

RELEVANT SCHOOL PROJECTS

- **Python, Auto-Scaling Payroll API** (2017)
 - Collaborated with a team to develop a cloud-based, payroll API hosted on the Google Cloud Platform.
 - Programmed Google's Load Balancer to auto scale the number of ondemand servers.
 - Utilized Google Pub/Sub with Flask to transition data to/from Google's Cloud Spanner (SQL database).
- **Swift iOS, Movie Rating App with Chat** (2016)
 - Led a team of four to develop a swift iOS "Social Networking" App, using MySQL & PHP.
 - Taught myself PHP; and how to use the Google Firebase API to implement an iPhone simulated chat feature.

EDUCATION

Bachelor of Science (Computer Science) Sonoma State University	December 2017
Bachelor of Science (Business Administration: Management) Sonoma State University	December 2017

OTHER RELEVANT INFORMATION

Programing skills: Python, C++, Java, HTML/CSS, Javascript & AJAX, MYSQL & Node.js, swift/iOS, PowerShell

Minor Programming Languages: PHP, C#, the language R, Unix/Linux scripts., IBM Big Fix, IBM Web Reports

Other Skills: Google Cloud, Google Firebase API, Docker, IBM SPSS, Salesforce, Pardot, Excel, Microsoft Access