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**EDUCATION**

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**W. P. Carey School of Business, Arizona State University, Tempe, AZ** Expected Graduation: December 2025  
Bachelor of Science, Business Data Analytics

- Programming Analytics & AI, Problem Solving and Actionable Analytics, Business Data Visualization, Introductory Applied Statistics, Business Database Systems Development, Data Warehousing and Dimensional Modeling, Fundamentals of Finance, Global Supply Operations.

**Paradise Valley Community College, Paradise Valley, AZ** August 2024  
Associate in Business, General Requirements

- Accounting Principles I, II, and III, Math Analysis for Business, Business Statistics, Honors Public Speaking.

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**PROFESSIONAL EXPERIENCE**

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**College Intern Associate - Medicaid Technology Operations, Aetna, Scottsdale, AZ** May 2025 – August 2025

- Performed trend analysis on 12,000+ incident tickets using Excel, presenting findings to application stakeholders that revealed 99% of tickets were infrastructure-specific, directly supporting the organization's cloud migration timeline.
- Orchestrated Agile project management workflow by creating detailed User Stories in Rally, coordinating with application development teams to define critical system thresholds, assign ownership responsibilities, and establish resolution SLAs for incident management.

**Front Office Coordinator, BASIS Phoenix Primary, Phoenix, AZ** August 2020 – May 2023

- Managed all front office operations needed to facilitate internal operational efficiency and effectiveness.
- Built and maintained the internal database of student car tags for school drop off and pick up. Ensured data integrity and consistency through rapid changes in students' enrollments or changes to pick up/drop off procedures.
- Managed and assisted others in managing student data in PowerSchool including attendance and grades.

**Manager, Pump it Up, Scottsdale, AZ** February 2019 – March 2020

- Managed day-to-day operations including responding to phone and email correspondence, assisting guests, ordering supplies, social media management, as well as opening and closing.

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**LEADERSHIP EXPERIENCE**

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**Vice President, DECA, Paradise Valley Community College** August 2023 – May 2024

- Recruited new members and encouraged engagement, growing active membership from 2 to 10 members.
- Communicated all administrative responsibilities between club advisors and members.
- Qualified for and placed 9<sup>th</sup> in the country at the DECA International Career Development Conference with the club President in the Business Ethics category. Assisted 7 of our club members to prepare and qualify for the competition.

**Active Member, DECA, Arizona State University** September 2024 – Present

**Active Member, Department of Information Systems Club, Arizona State University**

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**SKILLS & ACTIVITIES**

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- **Computer Skills:** Proficient in Microsoft Office, PowerSchool SIS, POS management, PC building, Raptor Security, social media management with Social Pilot. Basic graphic design with Canva, Local AI with Ollama. Agile Project Management using Rally. Incident Ticket tracking and management with Service Now. Tableau for dashboard creation.
- **Technical Skills:** Python for Data Analysis, Pandas, NumPy, yfinance, conda, SQLite. Excel for Data Analysis. Basic SPSS. SQL, Microsoft SQL Server, Basic ETL, relational DB, data warehouses, and data lakes. Local and Cloud AI for Data Analysis. Git for Version control. Agile Development Methodology for IT Project Management.
- **Open Research:** Consumer Voice and Education in the Spotlight Open Data Projects at the Data Science and Analytics Unit at the Hayden Library at ASU.
- **Volunteering:** Voluntary Income Tax Assistance program, Feed My Starving Children.
- **Interests:** Music Production, Local AI, Personal Knowledge Management with Obsidian, Educational Research on Pedagogy, Educational Data Analytics, Information System Development, staying current with evolving technologies.