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## **EDUCATION**

Bachelor of Science, Computer Information Systems.  
W.P. Carey School of Business, Arizona State University, Tempe, Arizona.  
Graduation: August 2017.  
Dean's List Recognition.

## **SKILLS**

- |               |                        |                        |
|---------------|------------------------|------------------------|
| • AWS         | • Skybot               | • SAP                  |
| • C#          | • FTP                  | • ERD                  |
| • ServiceNow  | • Operations Manager i | • IBM System I (AS400) |
| • Informatica | • Wordpress            | • Javascript           |
| • HTML/CSS    | • Visual Studio        | • Linux                |
| • ASP.NET     | • UML                  |                        |

## **PROFESSIONAL EXPERIENCE**

### **IT Operations Analyst, Discount Tire Co., Phoenix, AZ**

January 2017 – Present

- Identified a failure in a back-up data center that took down over 50 servers. Initiated communication, documentation and worked with vendors to restore all servers within 5 hours.
- Assists in the development of a runbook for new hires training. This efficient training program reduces the overall training process by 3 months.
- Identifies system/business processes affected by failures or outages; creates incident reports and determines impact.
- Designs, develop, and tests job creations/workflows in testing environments and deploys to production.
- Monitors workflow in batch job scheduling systems utilizing database integration tools.
- Updates and creates database information and knowledge articles.
- Provides 24-hour assistance and support.

### **Service Desk Analyst, Discount Tire Co., Phoenix, AZ**

January 2016 – January 2017

- Identifies problems with workflow. Implements new projects that increase efficiency or that decrease talk time by 5 minutes.
- Developing training materials and procedures for the use of hardware and software.
- Provides assistance in solving computer-related problems, including malfunctions and program issues.
- Answers user inquiries regarding both software and hardware operations to resolve problems.

## **PROJECTS**

Redesigned a local company's website using Wordpress that eliminated confusion and increased sales.

- The Butchered Beet - <http://thebutcheredbeet.com/>

## **CERTIFICATES**

Amazon Web Services - Certified Cloud Practitioner