

**TECHNICAL COMPETENCIES**

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- Python, Pandas, Scikit-learn, SQL, Excel/MS Office, AWS, some experience with Power BI
- Completed Data Analyst with Python and Data Scientist with Python career tracks from Data Camp
- Experience in statistical analysis, data visualization, reporting, data storytelling, and coaching

**PHYSICS EDUCATION AND RESEARCH**

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## UNIVERSITY OF ROCHESTER

Rochester, NY

*Research Assistant in Particle Physics*

- Connected theory to experiment using Monte Carlo simulation, statistics, and data analysis with C++, R, and Python
- Graduate Assistance in Areas of National Need (GAANN) Fellow
- Presented findings at the Pheno conference, showcasing effective communication skills
- Received Physics and Astronomy Graduate Teaching Award for fostering communication and teamwork

## UNIVERSITY OF ROCHESTER

Rochester, NY

*Physics MA*

## MICHIGAN STATE UNIVERSITY

East Lansing, MI

*Bachelor of Science, Physics***EDUCATION TECHNOLOGY EXPERIENCE**

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## GREAT MINDS

Washington, DC (remote from Grosse Pointe, MI)

*Senior Platform Support Engineer**January 2023-current*

- Writes Python scripts to automate SQL fixes on a platform with millions of active users
- Meets with customer technical staff to advise on supported configurations for rostering in student information systems
- Forecasts support metrics using machine learning models with Scikit-learn and visualization tools
- Queries and New Relic log data to observe real time system performance and derive actionable insights
- Tracks known issues to assist lower tier customer service teams in delivering efficient and effective support
- Collaborates with developers to monitor release schedules, identifying and addressing potential issues proactively

*Platform Support Engineer**November 2021-December 2022*

- Efficiently diagnosed and resolved customer issues in databases and AWS
- Utilized SQL expertise to diagnose and fix inconsistent data
- Generated detailed bug tickets to help developers solve issues quickly
- Used data security best practices to handle privately identifiable information (PII)

*Digital Implementation Team Lead**February 2021-October 2021*

- Oversaw Salesforce CRM, Jira, and AWS team metrics, ensuring efficient project tracking and issue resolution
- Coordinated with Customer Support, Professional Dev, and Sales for successful adoptions at hundreds of districts
- Wrote SQL queries to find and solve issues, saving developer time and reducing time to close
- Used expertise in our platform and rostering tools to improve digital implementation experience

*Digital Implementation Specialist**April 2020-January 2021*

- Created customer onboarding metrics and dashboards to monitor KPIs
- Onboarded districts that use the digital learning platform, working directly with administrators and teachers
- Organized and co-wrote the first Great Minds digital knowledgebase

## GRADARIUS, MATH LEARNING PLATFORM

Hoboken, NJ (remote from Grosse Pointe, MI)

*Director of Content Development*

*January 2018-April 2020*

- Developed content roadmap, budgets, and success metrics, using data to drive decisions
- Reported directly to the CTO and Founders
- Lead creation and QA of 11 textbook implementations and of 5 interactive “MOOC” style courses
- Provided onboarding, virtual training sessions, and technical customer support
- Developed 30 platform tutorials which shortened the onboarding process by almost two weeks
- Organized, lead development of, and maintained a metadata tagged customer support knowledgebase
- Represented the company at industry conferences and at partnership meetings with publishers
- Hired and onboarded teams of full-time employees and part-time contractors
- Collaborated with external partners including publishers, authors, learning institutions, and software developers
- Coordinated with other department heads to ensure successful product delivery on deadline

*Content Manager*

*September 2016-December 2017*

- Worked directly with customers to ensure content collections met curriculum needs on short timelines
- Managed teams that implemented textbooks and other content sources in Gradarius
- Created style guides and workflows for all Gradarius content including educational, platform, and onboarding content
- Copyedited thousands of content pieces, including text, problems, images, and video transcripts

## EDUCATIONAL SOFTWARE CONTRACTING

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### CENGAGE

Remote

*Math and English SME, Editing*

*December 2019-March 2020*

- Checked math and English accuracy in hundreds of videos for Stewart Calculus 9e textbook
- Proofread and copyedited transcripts

### SECOND AVENUE LEARNING

Rochester, NY

*Physics Subject Matter Expert Consultant*

*2010-2014*

- Delivered over 6 educational games with team, focused on maintaining K-12 girls’ interest in STEAM fields
- Communicated effectively with engineers and instructional designers for learning design and QA
- Created physics educational design aligned to state standards for prototype which secured NSF bridge funding
- Diagnosed many bugs and inaccuracies which sustained contracts with publishers: Pearson, HMH, Norton, K12