

SELECTED WORK EXPERIENCE

Jacobson Consulting Applications | *New York, NY*

Senior Network Engineer

2020
2016

Developed and implemented full-stack deployment and maintenance strategy for a major arts industry SaaS product using AWS components (CloudFormation, Lambda, DynamoDB, & API Gateway), PowerShell, Node.js, and React.js

Supported consultants and product specialists serving nonprofit institutions in arts, education, medicine, and advocacy

Other areas of focus: automating Windows environments in AWS; creating ad-hoc tools in JavaScript and PowerShell; documentation, training, and communication.

Served on employee-led Advisory Team; assisted in navigating social justice issues

ITW Group / Availeron Consulting | *New York City Area*

Senior Technician, Account Manager, Project Manager

2016
2013

Served small/medium businesses as account manager & primary support engineer for regional managed services provider

Designed, managed, implemented capital projects in a wide range of IT areas including installing physical wiring, configuring new servers, performing migrations, implementing cloud solutions, providing support to end users & colleagues

Cartwheel | *New York, NY*

Personal Technician, Home Client Coordinator

2011
2010

Met high-end customers' personal technology needs including setup, maintenance, education

As coordinator, handled intake and troubleshooting, dispatched field techs as needed

Apple | *New York, NY*

Family Room Specialist

2010
2009

Provided top-rated device support and personal tutoring at flagship store

Designed and executed a pilot program that evolved into new worldwide service

Honed troubleshooting, teaching, and customer service skills in fast-paced setting

MathWorks | *Natick, MA*

Installation and Licensing Specialist

2009
2008

Assisted customers and coworkers as support engineer via email and telephone

Tackled administrative challenges in UNIX, Linux, Windows and Mac environments

Coordinated across teams to identify root causes of common issues and develop robust solutions

SELECTED VOLUNTEER EXPERIENCE

Sandy for Council / Nurse for New York | *Brooklyn, NY*

Web Developer / Kitchen Cabinet

2021
2019

Serve as in-house volunteer web developer and consultant for the campaign of Sandy Nurse, primary-winning candidate for New York City Council in District 37

Worked with campaign to iterate several different generations of campaign website (currently sandyforcouncil.com) with a focus on multilingual accessibility

EDUCATION

University of Massachusetts at Boston | *Boston, MA*

Bachelor of Arts: Political Science - August 2007

Includes two years' study of Music Technology at Northeastern University

SELECTED PROFICIENCIES

programming in JavaScript, TypeScript, PowerShell, on frontend or backend • building frontends using React/Redux/GatsbyJS • deployment automation • network design • system administration • data security • technical writing for varied audiences • root cause analysis • copyediting • audio production • group facilitation • anti-oppression work