

*A seasoned tech professional seeking employment in web development or DevOps / system automation.*

## SELECTED WORK EXPERIENCE

### **Jacobson Consulting Applications New York, NY**

#### **Senior Network Engineer**

Supported consultants and product specialists serving medium and large nonprofit institutions in the arts, medical, and advocacy sectors

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

Other areas of focus include: automation in Windows environments deployed to AWS; internal documentation, training, and communication; evangelizing DevOps approach

2020

2016



### **ITW Group / Avalleron Consulting New York City Area**

#### **Senior Technician, Account Manager, Project Manager**

Served ~20 small/medium businesses as account manager & primary support engineer

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

2016

2013



### **Cartwheel New York, NY**

#### **Personal Technician, Home Client Coordinator**

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

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

2011

2010



### **Apple New York, NY**

#### **Family Room Specialist**

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

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

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

2010

2009



### **MathWorks Natick, MA**

#### **Installation and Licensing Specialist**

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 user issues and develop solutions

2009

2008



## SELECTED VOLUNTEER EXPERIENCE

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

#### **Web Developer / Kitchen Cabinet**

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

Worked on several different generations of campaign website (currently [sandyforcouncil.com](https://sandyforcouncil.com)) with a focus on multilingual accessibility

2021

2019



## 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 • custom solution design • cloud automation • network design • system administration • data security • technical writing for varied audiences • troubleshooting theory • copyediting • audio production • group facilitation