

A seasoned technical 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) 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