

EDUCATION

The University of Texas at Austin
Bachelor of Science in Computer Science
INFOSEC Professional Certification

Austin, TX
8/2010 - 12/2014
Conferred: 5/2014

WORK EXPERIENCE

Cornerstone OnDemand – Global Product Support

Santa Monica, CA

Technical Solutions Analyst

8/2016 – present

- Manage prioritization work for Analytics, Core Search, Edge Import, Content, Learning Management System and Mobile development teams with defects to decrease count per team to below 20 on average
- Verify application portal behavior and errors, escalate valid issues to engineers and confirm fixes
- Analyze known issues reported by multiple clients and coordinate action plan with development, Quality Assurance, build, and release teams to resolve issues in an organized, low-risk, and timely manner
- Utilize SQL to recognize issues caused by bad data due to incorrect workflows or issues with concurrency
- Contribute to learning team's defect reduction effort resulting in a 50% overall decrease in size per sprint
- Author patch and release notes on resolved defects and feature enhancements presented to client users

General Motors – GDAT IT Tools & Architecture

Austin, TX

Software Developer

1/2015 – 8/2016

- Incorporated Operational Readiness features to ATLAS management tool utilized by 100,000+ employees daily leveraging Oracle's ADF Framework's features such as JPA, JSP/JSF, etc.
- Lead user story sessions with analysts and stakeholders for new features and feature enhancements
- Decreased defect backlog from 100+ open defects to below 50 by data and code fixes
- Oversaw and supported IBM DataStage ETL jobs for system integrations and reporting module

The Dev Team, LLC

Remote Work

Mobile Software Developer

12/2015 – 7/2016

- Managed and maintained iReferDR applications for 30 plus clients on both native Android and iOS
- Supported client content via Wordpress using Adobe Photoshop photos and HTML for page structure

The Home Depot – Windows Server Team

Austin, TX

Windows Server System Engineer

5/2014 – 12/2014

- Built a live report using Angular decreasing response time to within a minute for downed servers
- Coordinated with team to update configuration patching for 150,000+ servers and workstations

PROJECTS

Project by Project Website Redesign (*Bootstrap, Django, Python*)

10/2017 – present

- Architecting PbP website proof of concept to provide uniformity between other organization chapters

Alexa Skills (*AWS Lambda, jQuery, Python*)

8/2017 – 10/2017

- Participated in CSOD Hackathon 4.0 with Edge API and Alexa to read out Learning Object information
- Airport information skill provided an airport code providing delay, weather, and status data

Volunteering

Project by Project Los Angeles

Los Angeles, CA

Operations Team Member

9/2017 – present

- Assist with redesign for www.projectbyproject.org with proof of concept discussion and development
- Manage event registration and ticketing for meetings, mixers, and annual tasting benefit fundraiser