

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 to decrease defect 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 – Information Technology 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 count from 100+ open defects to below 50 executing data and code fixes
- Oversaw and managed 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+ clients on both native Android and iOS
- Administered 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.js decreasing response time to within a minute for downed servers
- Coordinated Windows Server effort to update configuration patching for 150,000+ machines

PROJECTS

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

10/2017 – present

- Architecting PbP website to provide uniformity between all national chapters in LA, NY, and SF

Alexa Skills (*AWS Lambda, jQuery*)

8/2017 – 10/2017

- Participated in CSOD Hackathon 4.0 with Edge API and Alexa to recite Learning Object information
- Built an airport information skill that consumes an airport code returning delay, weather, and status data

NONPROFIT INVOLVEMENT

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 third party Eventbrite application for annual tasting benefit fundraiser registration and ticketing