**EDUCATION**

**The University of Texas at Austin** Austin, TX

**Bachelor of Science in Computer Science** 8/2010 - 12/2014

**INFOSEC Professional Certification** Conferred:5/2014

**WORK EXPERIENCE**

**Cornerstone OnDemand – Global Product Support** Santa Monica, CA

*Technical Solutions Analyst* 8/2016 – present

* Assist Analytics/DWR, Core Search, Edge Import, Learning Content, LMS and Mobile application development teams with prioritizing client defects to decrease count per team to below 20
* 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, QA, build, and release teams to resolve issues in an organized, low-risk, and timely manner
* Utilize SQL to recognize issues related to incorrect workflows or issues with concurrency
* Contributed to learning team’s defect reduction effort resulting in a 50% overall decrease in size
* Author patch and release notes on resolved defects and feature enhancements presented to clients

**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

* Manage and maintain iReferDR applications for 30 plus clients on both native Android and iOS

**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 CASES Website** *(HTML, CSS, Bootstrap)* 10/2017 - present

* Launched a website for Project by Project LA’s CASES consulting group at pbpcases.github.io
* Assist with redesign for [www.projectbyproject.org](http://www.projectbyproject.org) with proof of concept discussion and development

**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 given an airport code providing delay, weather, and status data
* Integrating Alexa Skills with video game website API for videogame details

**TECHNICAL SKILLS**

* Java, Python, SQL, JIRA, Github, HTML, Javascript, Android, iOS, Jetbrains Tools, Salesforce