

CAREER EXPERIENCE

MASEP (MSU SSRC) - 2021 - Present

Online Course Coordinator, Web Developer - Starkville, MS

- Registering, enrolling, coordinating scheduling, and grading for all online MASEP class participants.
- Created and curated all technical documentation for MASEP's online program from the ground-up.
- Developed a new website for the MASEP program to include modern front-end design and interface, scheduling information for students, and improved registration portal (HTML/CSS/Javascript). Aided in developing an improved back-end system for class/student management (PHP/Javascript).

EDUCATION

Mississippi State University

Electrical Engineering

(Graduating: Spring 2024)

Emily Griffith Opportunity School

GED (2011)

REFERENCES

Available upon request

International Paper - 2022 - Present

Capital Projects, Electrical Engineering Intern - Columbus, MS

- Leading various projects for our Capital Projects team. Including finalizing design and spearheading installation of battery backup systems, and verifying scope, cost, and process for crane system upgrades.
- Monitoring flow and pressure in our pipe systems with the use of flow-meters, and troubleshooting inaccurate/malfunctioning sensors as needed.
- Upgrading sensor systems from analog to digital/HLAD hybrid systems, allowing for greater control, calibration, and monitoring capabilities.

Comcast Cable - 2017 - 2021

XfinityMobile Tier 3 Product Ops Channel Support SME - Greenwood Village, CO

- Subject Matter Expert (SME) tasked with independently recognizing and resolving issues for escalated customers and field tickets, while setting accurate expectations for resolution.
- Aiding hundreds of customers and retail agents per month. Engaging with team members on a daily basis to assist in high-priority/challenging cases that required higher levels of expertise.
- Took initiative to develop clear, concise documentation for procedures and documentation for training and knowledge base purposes, both independently and with SME team.
- Worked directly with management, systems operations, and developer/engineering teams to help find gaps in our repair procedures, software solutions, and tracking of trending issues.

VOLUNTEER EXPERIENCE

Denver Public Library, Denver, CO

Community Technology Docent, 2013 - 2014

- Taught and assisted with computer and technology classes at the DPL Central Branch.
- Taught in smaller settings and one-on-one at the DPL Barnum Branch.

TECHNICAL EXPERTISE

- Experience creating and curating technical documentation for colleagues, customers, and students.
- Highly experienced in MS Office Suite of productivity and open source equivalent.
- Experience with a myriad of hardware, ranging from personal computers / electronics, embedded systems, and microcontrollers.
- Experienced with multiple programming/assembly languages: Javascript, C++, Python, C, PHP, PASCAL Verilog,, and PIC24 assembly.
- Advanced troubleshooting/problem-solving ability for hardware and software
- Experienced with pSPICE software for circuit design and testing (LTspice, OrCAD)
- Working knowledge with MATLAB/Simulink