
CERTIFICATIONS & EDUCATION

- AWS Certified Cloud Practitioner
- CERTIFIED FINANCIAL PLANNER™ (CFP®)

Temple University

Bachelor of Science in Information Science & Technology

Philadelphia, PA

EXPERIENCE

Health Federation at Philadelphia Depart. of Public Health

IIS Systems Manager, Division of Disease Control

Philadelphia, PA

Jul 2021–Present

- Oversee technical environment for Immunization Information System (IIS) and supporting systems
- Supervise IIS Systems staff of IT specialists, programmers, and project managers
- Plan and Coordinate software and hardware needs for immunization program

The Vanguard Group

Relationship Manager, RMS, Retail Investment Group

Assigned Representative, Flagship Services, Retail Investment Group

Client Service Specialist, Flagship Services, Retail Investment Group

Malvern, PA

Sep 2019–Jun 2021

Oct 2017–Aug 2019

May 2015–Sep 2017

- Deepened relationships with over 500 high net worth households through reactive and proactive measures to assist in meeting life goals
- Coordinated complex interactions with clients through collaboration with business partners, creative problem solving, and continued follow up with clients
- Practiced and refined Miller Heiman Professional Selling Skills to uncover client needs and position appropriate solutions
- Developed and honed customer relationship management skills through training, coaching, and practice

Public Health Mgmt. Corp. at Philadelphia Depart. of Public Health

Informatics Specialist, Division of Disease Control, Epidemiology Unit

Philadelphia, PA

Dec 2008–Apr 2015

- Assisted as technical lead with the implementation of a new web-based disease management database
- Brought three national reference laboratories into production with the automation process of electronic lab reporting (ELR). This accounts for about 70% (15,000) of all lab reports that were previously manually data entered.
- Served as subject matter expert on numerous projects and frequently consulted for technical expertise within division and department
- Coordinated various technical solutions throughout the division (electronic faxing, secure FTP, large format poster printing, file and database backup, OCR scanning/processing, SharePoint adoption)
- Executed technical administrative tasks: ordering of software, hardware, professional services, and assisted with Request for Proposal (RFP)

Public Health Mgmt. Corp. at Philadelphia Depart. of Public Health

Help Desk Coordinator, Information Services

Network / Programming Associate, Information Services

Philadelphia, PA

Jul 2007–Nov 2008

Jul 2006–Jun 2007

- Initiated and contributed documentation for help desk knowledge base
- Trained users in Lotus Notes, Microsoft Office, and various other applications
- Installed, configured, and administered printers, network switches, and servers