# EXECUTIVE SUMMARY

A web developer with 6 years experience in hospitality technology building the MedallionClass app for Princess Cruises. A retired military journalist and public affairs professional who communicates effectively and efficiently at all levels of an organization. And a creative problem solver with experience in cross-cultural IT operations, root cause analysis and stakeholder management.

# LANGUAGES, LIBRARIES AND TOOLS

## Languages: Python, JavaScript, HTML, CSS, SQL

## Libraries and Frameworks: Node.js, Express, EJS, Bootstrap, Flask

## Tools: Git, GitHub, MongoDB, ServiceNow, PagerDuty, Slack, Jira, Confluence, Postman

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# EXPERIENCE

LMS, Inc. (Hybrid) March 2017 – May 2023

*6-year contractor with Princess Cruises, a Carnival Corp. brand with over $2B in annual revenue*

## Director, Data Integrity Experience Operations – July 2021 – February 2023

* Adapted Postman test automations into suite of push-button solutions; distributed to experience operations teams; grew technical support resources by 500%
* Directed team of 5 Data Analysts responsible for ensuring data accuracy between databases for ~45,000 weekly guests; reduced call center incident tickets by 42%
* Guided Identity Pod through Agile development lifecycle as Product Lead; coordinated with fellow Pod Leaders to define priorities and develop project roadmap for VP approval

## Project Manager & Application Support Lead – September 2019 – July 2021

* Chained APIs via Postman to simulate guest experience; coded JavaScript tests to flag data inconsistencies among microservices; reduced incident mean time to resolution by 75%
* Piloted weekly gap analysis; collaborated with developers and project managers for holistic view of the identity data pipeline; resolved 23 significant & critical problems
* Designed advanced Jira roadmap tracking hundreds of user stories and epics on one screen; provided real-time global status updates to VPs

## Application Support Analyst – March 2017 – September 2019

* Validated guest data via Postman; identified and recorded error trends; repurposed APIs to manually fix individual errors without needing to escalate IT support levels
* Created and published dozens of text and video training materials on Confluence; became go-to expert to train team members how to resolve common guest issues
* Nurtured and helped resolve 26,717 incidents via ServiceNow; integrated with Slack and PagerDuty to automate workflows and alerting

Florida Air National Guard (Retired, Security Clearance) June 2003 – May 2023

13 years in Public Affairs reporting on military deployments, hurricane recovery and COVID-19 vaccine distribution

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## Public Affairs Superintendent – September 2018 – May 2023

* Trained and certified 12 multimedia journalists in AP style, content creation and media relations; oversaw reporting on 200+ historical and newsworthy events
* Implemented Google cloud-based dynamic schedule to centralize mission organization and resource distribution; reduced redundancy and man hours by 60%
* Managed 48 Airmen across 14 counties to distribute 80,083 COVID-19 vax for Operation Warp Speed; lauded by site, regional, and state leaders; awarded Florida Commendation Medal

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## PA Photojournalist – January 2010 – September 2018

* Wrote 25 news and feature stories in AP style within deadline for global military and civilian audience; awarded third place in 2015 National Guard Bureau Media Contest for feature story
* Published 462 photos of historically significant events, official portraits, and news and feature imagery; photos republished by national outlets such as westpoint.edu and defense.gov
* Publicly addressed hundreds of deploying Airmen on secure and appropriate social media use

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# PROJECTS

## [onbogo](https://onbogo.onrender.com/) ([link](http://onbogo)): A Flask app where users create profiles with personalized shopping lists. Python scrapes weekly ads and sends notifications to the user via their preferred notification method.

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## [YelpCamp](https://yelpcamp-taoe.onrender.com/) ([link](https://yelpcamp-taoe.onrender.com/)): A web app where users can browse, add, and review campgrounds. Completed as part of a Web Development Bootcamp. Showcases JavaScript, MongoDB, Express and Node.js.

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## [Portfolio](https://wijabu.github.io/) ([link](https://wijabu.github.io/)): A showcase of my code and personality, built for you. Written in clean HTML and CSS with a touch of JavaScript, the site was intentionally designed without frameworks or libraries.

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# CERTIFICATIONS

## Web Development Bootcamp – Responsive, mobile-first web applications – Udemy 2023

## Green Belt Skills Training – Air Force Continuous Process Improvement 2022

## PagerDuty Incident Responder – PagerDuty University 2020

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# EDUCATION

## Master of Arts – Interpersonal Communication – University of Central Florida 2013

## Bachelor of Arts – Journalism – University of Central Florida 2009