



CORE COMPETENCIES

- Benchmarking
- Communications
- Cybersecurity
- Desktop/Mobile/Web App Programming
- IT Support
- IT Literacy
- Team Management
- Problem-Solving
- Process Improvements
- Project Management
- System Architecture
- Testing and Debugging

SKILLS (A-Z)

Technical Proficiencies: 3D Modeling, 60 WPM, Adobe Creative Cloud, Active Directory, Android App Development, Android Studio, AWS, Azure, C#, C++, C, Cybersecurity, Data Analytics, Database Management, Debugging, DevOps, Figma, Finance/Accounting, Git/GitHub, Graphic Design, HTML/CSS, Inferential Statistics, IT Support, Java, JavaScript, jQuery, Kotlin, Linux, Machine Learning, Microsoft Access, Microsoft Office Suite, Microsoft Outlook, Microsoft Exchange, Microsoft Project, Minitab, Multi-Line Phone System, Network Administration, Node.js, PC Architecture, Printer Management/Maintenance, Problem Solving, Project Management, Python, React.js, Research, Restful API's, SDLC, ServiceNow, SQL, Swift, Tableau, Team Leadership, Technical Writing, Ten Touch Key, Time Management, VBA, Visio, Visual Basic, Visual Studio, WireShark, Workday, Zendesk.

Interests: 3D-Modeling, Animation, Audio-Books, Board Games, Creative Writing, Hiking, Literature, Meditation, Podcasts, Weight Lifting, Yoga.

EDUCATION AND CREDENTIALS

BACHELOR OF SCIENCE (B.S.) IN COMPUTER INFORMATION SYSTEMS, EMPHASIS IN SOFTWARE DEVELOPMENT, MINOR IN CREATIVE WRITING, MINOR IN BUSINESS ADMINISTRATION, 2022, **GPA: 3.954**

*Colorado State University - Pueblo, Pueblo, CO
Concentration in Software Development*

PROFESSIONAL EXPERIENCE

OPTICAL CABLING SYSTEMS, PLANO, TX, NOVEMBER 2023 TO NOVEMBER 2024

IT MANAGER (CONTRACT/FULL-TIME) – MAINTENANCE AND SUPPORT (IT, PC, PRINTER, SERVER, EMAIL, ERP), NETWORK ADMINISTRATION, PROJECT MANAGEMENT, PROGRAMMING (SQL, MYSQL, VBA, PYTHON, JS, JAVA), BUSINESS CYBERSECURITY, TECHNICAL WRITING

- Managed and led IT Support team in installation, maintenance, and enhancement of hardware, software, and information systems, supporting data collection, manufacturing, shipping, and logistics.
- Engineered and secured company network, email system, and cybersecurity protocols. Conducted software development and support for personnel and managed procurement, installation, and maintenance for critical hardware and software.
- Directed database administration, IS training, and technical literacy. Established system standards and capacity planning to ensure operational readiness.

CONVERSION MONSTER, DALLAS, TX, MARCH 2023 TO OCTOBER 2023

IT/ONBOARDING SPECIALIST (FULL-TIME) – CRM IT SUPPORT, WEB APP DEVELOPMENT (JS), REAL-ESTATE CUSTOMER SERVICE, PROJECT LEAD

- Provided comprehensive day-to-day IT support to staff, encompassing computer setup, program installation, and advanced troubleshooting. Managed client-facing IT setup appointments.
- Demonstrated expertise in configuring API-connected systems and Realty CRM's including new integrations with Commissions INC, FUB, RealGeeks, Boomtown, Keller Williams Command, ETC .
- Devised, implemented, and supervised the ZENDESK ticketing system to three departments within limit budget constraints to ensure timely and accurate responses to client inquiries and concerns, enhancing overall operational efficiency.
- Engaged in Research and Development activities, focusing on the creation of cutting-edge company applications. Proficiently handled programming, debugging, and beta testing for said applications incorporating machine-learning, web, and mobile technologies including:
 - o Programming and beta testing OPENAI.com API Qualifying Real Estate chatbot.
 - o Programming JS web app for Return-on-Investment Calculator for Sales department based on client purchases.
 - o R&D for Mobile ISA App to qualify Real Estate Leads via IOS and Android.

ROCKY MOUNTAIN SLEEP RESOURCES LLC, PUEBLO, CO, NOVEMBER 2017 TO JANUARY 2023

REFERRAL AND IT SPECIALIST (FULL-TIME) – BUSINESS/HEALTH IT DEVELOPMENT AND MARKETING, WEB PRESENCE PROJECT MANAGEMENT

JULY 2022 to JANUARY 2023

- Maintained communications between Medical Providers, Insurance Companies, and Patients to adhere to HIPAA guidelines.
- Oversaw and trained a team of 3 technicians to program sleep diagnostic equipment and scheduling mediums.
- Business and IT development projects:
 - o QR Code Business Card Design that led to raising the company's web presence and increasing review rating.
 - o New and updated Logo Design for all publications and merchandise.
 - o Updated Web Presence and functionality for patients to fill out paperwork online thereby eliminating HIPAA required paper shredding costs for medical documents.

LEAD TECHNICIAN FOR HOME SLEEP TESTING (FULL-TIME) – DEPARTMENT/SCHEDULING HEAD, BUSINESS/HEALTH, IT DEVELOPMENT CLINICAL, SCHEDULING

NOVEMBER 2017 to JULY 2022

- Managed Home Sleep Testing Department; training and supervising a team of 4 technicians to expand personnel.
- Programmed sleep-related devices and equipment, including: Philips Respironics Alice Models.
- Fostered positive patient experience scheduling patients, conducting informational appointments regarding sleep studies; including use of equipment and results.
- Designed and implemented company's publications including website and various medical forms (i.e. patient-information, provider-examination-orders, referral documents, etc).
- Troubleshoot IT, hardware, and software problems throughout the company as needed.
- Managed, conducted queries for patient information into Company EMR Database.

CYPHR.ME PUEBLO, CO, JANUARY 2021 TO APRIL 2021

SOFTWARE ENGINEERING (INTERNSHIP) - QR CODE, WEB DEV, JAVASCRIPT PROGRAMMING

- Collaborated closely with cross-functional team members in the Front-End department to conceptualize and implement JavaScript-driven selection features for Cyphr.me's website. Features encompassed a range of dynamic labeling options, enhancing the functionality of the In-Browser QR-Code generation.
- Led the design and development of a modern HTML/CSS User Interface, contributing to the program's overall functionality and aesthetics. The interface created was subsequently adopted and utilized by the entire team.