

Technical & Professional Competencies

- **Operating Systems & Networking:** Linux (Red Hat, Fedora, Kali), Windows, MacOS, Basic Bash Scripting, Cloud Computing (AWS/Azure concepts), Cisco Network Administration, System Troubleshooting
- **Data & Tools:** SQL, Artificial Intelligence concepts, Docker, Virtualization, Ansible, Microsoft Office Suite (Word, Excel, PowerPoint), Apple Ecosystem (macOS/iOS), VPNs, Firewall, Networking, Proxmox
- **Leadership & Operations:** Project Management, Strategic Planning, Budgeting & Payroll, Stakeholder Management, Process Improvement, Cross-Functional Team Leadership.

Education

- Mesa Community College Aug 2024 – May 2026
- Associates of Applied Science, Cybersecurity, Cloud System Administration
- Arizona State University, WP Carey School of Business Aug 2013 – Dec 2017
- Bachelors of Science, Supply Chain Management

IT & Leadership Experience

Maricopa Community College, Mesa AZ

- Computer Information System Lab Manager Sept 2025 - Present
 - Rapid Promotion: Advanced from Lab Assistant to Manager within 11 months due to demonstrated leadership and operational excellence.
 - Team Leadership: Supervise and manage 7 part-time employees, including full oversight of scheduling, payroll budgeting, and end-to-end hiring processes.
 - Strategic Growth: Spearheaded a partnership with the Athletics department that drove a 30% semester-over-semester increase in student lab utilization.
 - Lab Operations: Managing the maintenance and availability of ~350 computer workstations as well as surrounding classrooms, facilitating corrective actions and hardware repairs in conjunction with broader IT.
 - Process Improvement: Implemented streamlined student sign-in solutions and revitalized online tutoring programs for CIS and Data Analytics majors.
- Computer Information System Office Admin May 2025 – Sept 2025
 - Provided high-level administrative support to the Bachelor of Applied Science (BAS) degree program, Faculty, Program Directors, and CIS Department Chairs.
 - Managed complex class schedules for the CIS department, ensuring accurate adjustments and efficient resource allocation.
 - Served as the primary liaison between internal and external stakeholders, maintaining high standards of customer service in virtual and in-person environments.
- Computer Information Systems Lab Assistant/Tutor (Federal Work Study) Oct 2024 – May 2025
 - Served as the first point of contact for students, providing Tier 1 technology support and one-on-one academic assistance for Computer Information Systems coursework.
 - Monitored and tracked student lab usage data to provide management with actionable insights on facility traffic and resource needs.

Strategic & Operations Experience

Google, San Francisco, CA

- Strategy Program Manager II Aug 2022 – Apr 2023
 - System Migration & Strategy: Led cross-functional teams through the strategic integration of Fitbit Operations into Google's ecosystem, managing complex project schedules, deliverables, and milestones.
 - Data Analytics (KPIs): Managed and optimized KPI metrics at both the business and product levels to track operational health and performance.
 - Change Management: Designed and implemented targeted change strategies, identifying impacts on people, processes, and systems while ensuring organizational readiness for new technical implementations.
 - Stakeholder Alignment: Facilitated communication loops between external partners and internal teams to accelerate the transformation of internal processes.

Meta, Sunnyvale, CA

- Jr Product Cost Engineer Mar 2019 – Nov 2021
 - Lifecycle Management: Managed product material cost tracking for high-visibility AR/VR programs (Oculus Rift, Quest 1–3, Portal) from concept through End-of-Life (EOL)
 - Data Analysis & Reporting: Tracked Bill of Material (BOM) costs, analyzing "actual vs. target" deltas to identify risks and drive cost-reduction measures; reported monthly insights to senior leadership.
 - Cross-Functional Collaboration: Led reviews with Engineering, Operations, and Finance partners to ensure data accuracy and drive timely business insights.
 - Process Improvement: Led team-level initiatives that improved documentation standards, reporting efficiency, and overall workflow optimization.

Intel Corporation, Chandler AZ

- Engineering Planning Analyst /Production Control Scheduler Mar 2018 – Mar 2019
 - Automation & SQL: Developed automated reporting solutions using SQL Pathfinder and Excel to reduce manual transactions and streamline workflow for internal stakeholders.
 - Process Optimization: Created automated tracking processes for "hand-carry" parts and shipping status, significantly improving inventory visibility and delivery forecasting.
 - Production Planning: Managed inventory and Work-In-Progress (WIP) flow to execute assembly build plans for test development and legacy products, maximizing efficiency and minimizing waste.
 - Data Visualization: Maintained clear supply-and-demand visualizations for business partners, utilizing the Microsoft Office Suite to present complex data.

Additional Experience

Best Deal in Town, Tempe AZ

- Apple & TV Retail Specialist May 2024 – Oct 2024
 - Inventory Quality: Tested and verified inbound inventory (TVs, Apple devices) to ensure hardware quality and functionality met customer standards.
 - Operations: Managed inbound/outbound shipments and organized small/medium-scale electronics warehousing.
 - Sales & Service: Operated POS systems and maintained display inventory for Apple products (MacBooks, iPads), providing high-touch customer service and troubleshooting.