

*Multi-faceted, technically knowledgeable specialist experienced in managing a full spectrum of digital projects, solutions development, and implementation. Proven track record of delivering projects in scope, on budget, and on time.*

## Qualifications Summary

- Adept at steering complex IT projects from initiation all the way through final execution, while adhering to company's mission and vision to gain desired outcomes.
- Articulate professional equipped with aptitude for developing and executing growth-oriented technical solutions aiming at enhancement of overall efficiency and achievement of ultimate business success.
- Demonstrated success in engaging with clients, stakeholders, and top officials to cultivate and sustain valuable relationships.
- Capable of mentoring and empowering cross-functional teams for execution of set deliverables in productive manner.
- Proactive individual with quality to operate within challenging environments with flexible, diligent, and efficient demeanor.
- Possess understanding of eCommerce / eBusiness along with skillset for delivering valuable insights and future solutions for development of scalable technical businesses.
- Experienced in supply chain management including ERP, WMS, and Retail.
- Instrumental in managing and resolving routine issues while establishing communication between client and agency resources.
- Highly experienced in delivering enterprise level Content Management platforms

## Areas of Expertise

- Project / Program Management
- Solutions Development & Implementation
- Strategic / Technical Planning
- Problem / Conflict Assessment & Mitigation
- Remote Work Experience
- Innovative Ideas Generation
- Process / Procedures Optimisation
- Sales & Revenue Optimization
- Team Leadership & Development
- Cross-Functional Collaboration
- Documentation & Reporting
- 5+ years Agile/Scrum Experience

## Technical Proficiencies

**Programming Languages:** C# | CSS | HTML | Java | JavaScript | PHP | Python | XML

**Databases:** MySQL. MS SQL

**Tools:** AEM | WorkFront | Confluence |Excel | PowerPoint | WordPress | MS Visual Studio | Coda | Ultra Edit | Jira

## Professional Experience

### Aquamedia.com

Web Producer and Social Media Content Editor

May 2023 - Present

Freelance consulting providing web site design, rebranding, SEO Content writing and WordPress site development.

- As dev-ops engineer migrated multiple WordPress sites and related email accounts to a new Host Provider.
- As web developer designed, developed, and launched new WordPress sites and new content for existing sites.
- Successfully promoting and delivering freelance photography and web design business. Creating, editing, and delivering daily content for web and social media.

### Micron Technologies

Digital Program Manager

2022 – May 2023

As PM tracked and managed digital product roadmap, overall workstreams, timelines and deliverables for new CMS project. Acted as the point of contact for the digital product team with project sponsor, cross functional team, and assigned project managers.

*Key Highlights:*

- Tracked and managed digital product roadmap, overall workstreams, timelines, and deliverables.
- Acted as the point of contact for the digital product team with project sponsor, cross-functional teams, and assigned project managers.
- Drove project progress, remove impediments, and coordinate acceptance/release delivery with stakeholders.

**Posit (RStudio)**

2022

Rebranding Project Manager

Managed RStudio full company rebranding from RStudio to Posit. Administered end-to-end business and technical tasks of rebranding and establishment of new web presence for full suite of RStudio Pro products. Act in capacity of Lead Project Manager for video, animations, social campaigns, brand work, and web site development.

*Key Highlights:*

- Administered complex content migration for a 2,000 (+) page corporate web site with limited loss of SEO traffic.
- Managed Division Leaders in a companywide rebrand inclusive of Google Workspace, Repandly, Marketo, and Netlify.
- Managed internal teams and external vendors while implemented successful custom CMS, WordPress, solution.

**PathGuide Technologies**

2019 – 2021

Implementation Engineer | 20% Travel

Operated as Warehouse Management Software Implementation Engineer to execute multiple WMS software deployments for web-based solutions. Composed comprehensive technical implementation plans and documentation for internal and external clients.

*Key Highlights:*

- Defined and installed WMS Server Infrastructure per specification and trained client team on administrative skills.
- Managed successful installations of multiple complex Warehouse Management Software (WMS) ERP Integrations.
- Conceptualized, formulated, and delivered In-house, on-line, training program in response to COVID-19.

**Lighthouse Global**

2019

Business Systems Analyst

Enhanced product delivery and ensured delivery of exceptional service. Facilitated business development activities proactively along with offering technical insights and leadership for future solutions.

*Key Highlights:*

- Evaluated, configured, and implemented multiple vendor storage solutions for performance testing and real time data.
- Documented use cases and solution options to facilitate and drive leadership commitment for 50-75% speed increase.
- Devised and implemented significantly improved solution for large-scale hard drive directory scans of more than 400TB.

**Bureau of Small Projects**

2018 – 2019

Web Producer

Managed all components of client website sale, design, launch, and maintenance. Ensured continuation of key operations. Assessed and resolved routine problems by liaising with clients and agency resources.

*Key Highlights:*

- Produced multiple successful CMS, WordPress, website platforms.
- Managed and optimized SEO content and Analytics
- Spearheaded multiple valuable web projects from inception to successful completion while achieving desirable outcomes in line with deadlines and budget.

**Funko**

2014 – 2016

Technical Product Manager

Managed product value and drove feature development for new Funko product line. Negotiated with vendors to effectively establish competitive pricing and suitable solutions. Evaluated revenue generation by analyzing website traffic information to bring forth relevant improvements. Ensured compliance of all business functions with customer and industry standards. Headed complex web site migration to new vendor platform; Cool Blue Web.

*Key Highlights:*

- Developed robust web content in addition to leading vendor development team for sites MARVEL Collector Corps, Star Wars Smuggler's Bounty, and DC Comics Legion of Collectors.
- Slashed help desk volume by 75% by optimizing operations and enhancing overall customer experience.
- Expanded core web technology from one to three active and highly profitable collectibles subscription sites.

#### AT&T Premier Business Analyst

2014

Led and managed inclusive aspects of Business Requirements and Functional Requirements. Devised wireframes and process flow documentation, while coordinating closely with Design Team.

##### *Key Highlights:*

- Augmented Buy-Flow (purchase flow) for AT&T Premier iPhone sales portal by implementing progressive strategies.
- Defined and set up key measurements for Web Analytics and created test plans in line with Functional Designs.

#### Retail Lockbox, Inc. Web Development Team Manager

2011 - 2014

Led and managed inclusive aspects of Business Requirements and Functional Requirements. Devised wireframes and process flow documentation, while coordinating closely with Design Team.

##### *Key Highlights:*

- Developed, launched, and maintained online bill payment sites including Paystation.com and PayStation Terminal.
- Developed and redesigned UI for ACH and Credit Card Processing. Developed internal and external back-end reporting.
- Designed and delivered a successful MVC-based solution for Online Bill presentation and payment. Guided Product Development Team in creating a new in-house bill payment platform from concept through scalable successful product.

## Additional Professional Experience

- Program Manager | Microsoft, Redmond, WA
- Web Developer & Technical PM | Vista.com, Bellingham, WA
- Web Developer | Vulcan Northwest, Seattle, WA
- Web Developer & Producer | ZAAZ.com, Seattle, WA

## Education

- Postgraduate Studies | Gonzaga University
- BA Liberal Arts | Whitworth University

## Languages

- Oral/Written Arabic | Seattle Language Academy – 4 years: ARA 100 through ARA 300
- Oral/Written Japanese | Washington School of Languages (City U) - 1 year – JPN 1 through JPN 3
- Oral/Written Spanish | Whitworth University – 1 year

## Continuing Education & Certificates

- Agile Product Owner Role: Foundations Training | LinkedIn Learning Certificate | 2024
- HTML Essential Training | LinkedIn Learning Certificate | 2024
- Learning Java 11 | LinkedIn Learning Certificate | 2024
- Succeeding in Web Development: Full Stack and Front End | LinkedIn Learning Certificate | 2023
- Marketing Strategy: SEO Content Writing | LinkedIn Learning Certificate | 2023