

Professional Experience

Citizens' Climate Lobby: Non-Profit Grassroots Climate Advocacy

IT Specialist | Dec 2021 - April 2023 | Remote

- **Created dashboard** to track overall ratings, incoming tickets, resolved tickets, averages per agent, and other key metrics
- Optimized helpdesk to handle 150% more tickets per agent without compromising the 4.85+ customer satisfaction rating
- Produced reports using **SQL** to query internal systems and **Pandas** to process data
- Leveraged **SQL**, **Pandas**, Conga, Salesforce Email Templates, and **Twilio API** to segment audience lists, collaborating with our marketing department to communicate effectively with volunteers through email and text messages
- Implemented **cron job** using **SQL** and **Pandas** for error analysis, auto-generating tickets upon detection
- Revamped **documentation** architecture, addressed critical gaps, and implemented a more proactive documentation process

AYC Group: Beauty Product Wholesaler

Operations Manager | April 2020 - Dec 2021 | Dallas, TX

- Led project to implement **automated**, real-time multi-vendor, rate quoting and **data integration** across systems for freight and ground shipping. This led to increasing shipping output of 100%
- Transitioned support team to **Jira**, introducing automated workflows to reduce ticket resolution time by 35%
- Utilized Google App Script, Forms, and Sheets to streamline customer and vendor claims processes, and **created dashboard** for enhanced visibility into claim statuses and financial recovery from resolved claims
- **Improved reporting** post data automation and integration projects, facilitating more effective business negotiations

Projects

[DallasByMetro](#): Collaborating on a web app that uses React, **Java Spring Boot**, and **Postgres**. It helps public transit riders find convenient, transitable, destinations through intuitive filters. [Work](#) includes the design and implementation of a data model, security measures, testing suites, CI/CD pipeline, and cloud hosting solutions. Utilized **Spring Data JPA**, **Spring Security**, **Junit**, **assertJ**, **Mockito**, **Github workflows**, **AWS: EC2**, **RDS Postgres**, **VPC**, **Security Groups**, **Route 53**, **Certificate Manager**

[NotebooksBudget](#): JupyterLab personal finance tool that lets you export bank files, create a budget, and track expenses to your categories automatically. Features include being able to define a percentage based budget, file concatenation, duplicate expense removal, vendor addition, expense matching, splitting transactions, auto-generated graphs, and more. Utilized **Pandas**, **NumPy**, **Plotly**, and **SQLAlchemy**, with a **SQLite** database

[Count On It](#): Developed a full-stack local application for persistent data logging. Utilized **Python**, **Flask**, **SQLAlchemy**, **Pandas**, **Pytest**, **NumPy**, **HTML/CSS**, and **Svelte**, with a **SQLite** database

Skills

Frameworks: Flask, Spring Boot, Svelte

Languages: Python, Java, SQL, Bash, Javascript/Typescript, HTML/CSS

Libraries: Pandas, Plotly, SQLAlchemy, Apache airflow, Junit, assertJ, Mockito

Tools: Linux, Git, Docker, Salesforce, Jira, Tableau, Postman, Asana, Google Workspace, O306, Wordpress, IntelliJ, VS Code, Neovim, Vim, Github workflows, Postgres, SQLite, AWS: EC2, RBS Postgres, Route 53, Security Groups, Certificate Manager

Education

University of Washington | 2017-2019 | Seattle, WA