



- Advise key stakeholders on strategic planning for institutional technology.
- Pull SQL queries from SCCM and use these to push updates for 100+ endpoints.
- Build .pkgs and scripts.
- Knowledge documentation for how to, policies and procedures.

### ***Project Lead / Yale University Media Services***

- Proposed planned and executed a test environment for Classroom technologies to be remotely managed.
- Created and monitored a project budget to manage vendors and resources.
- Created and implemented a complex work schedule that coordinated limited internal and vendor resources to achieve work in a tight timeline.
- Collaborated with users to develop and document new processes.

### ***Fairfield University Capstone Business Analyst***

**2017-2018**

- Document user stories and as-is topography of Microsoft Access Database
- Use business process reengineering techniques to improve workflow
- Design and implement SQL Database, and SQL queries to replace Access
- Use Agile methods to design user interface

### ***Sacred Heart University***

#### ***Technical Support Services Specialist***

- Manage daily tasks of student workers.
- Support and maintain hardware and software for faculty, student, and staff desktop and laptop computers.
- Troubleshoot, coordinate and refer problems with other ITS units on issues related to networking, security, hardware, operating systems, and applications.
- Evaluate and select new hardware and software prior to purchase and deployment.
- Author customized documentation and publish to Wiki.

### **Community Engagement**

Active volunteer for the New Haven Soup Kitchen

Connecticut Young Professionals

Women in Technology

Future Leaders of Yale