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Over 13 years of accomplishments in Operations Management, Business Analysis, Technical Leadership, and Software Design. Proven expertise in creatively solving technical problems while adeptly communicating with developers, third-party collaborators, and CXO-level stakeholders.

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## Experience

### **Sr. Technical Business Analyst: Subaru of America (Subaru of Japan Consultant) – 2023 to Present**

- Worked with 6+ departments to evaluate and scope backlogged project requests utilizing Scrum and Waterfall methodologies.
- Converted ~40% of the requests into non-development work solutions to utilize available resources more efficiently.
- Directly interfaced with corporate, business, and development teams to create requirement documents, technical documents, manuals, development stories, and promotional materials.
- Evaluated use of AI for operating an eCommerce platform.
- Worked with top level management in Japan, vendor teams in 5 different time zones, and state/federal gov agencies.
- Worked fully remote and self-scheduled.

### **Sr. Technical Project Manager: NIC NJ (now Tyler Technologies) – 2018 to 2022**

- Continuously managed, designed, and supported state and federal level projects for internal and public use.
- Gathered business requirements, designed applications, submitted proper governmental applications and certifications, and successfully guided projects through projected timelines.
- Assigned, scheduled, and scoped daily changes for an average of 12 government projects while utilizing Agile and Waterfall methodologies.
- Directly interfaced with all levels of government agencies (Dept. of Education, Dept. of Transportation, Dept. of Revenue and Taxation, Dept. of Environmental Protection, and NJ State Police), development teams, and customer support.
- Maintained project development documentation, support documentation, governmental approval submissions, deployment histories, and public facing instructional/promotional materials.
- Designed and tested AI operated support systems to work alongside human operators.

### **Design Operations Manager: Phoenix Group (now eNOVA an IQVIA business) – 2017 to 2018**

- Managed up to 14 pharmaceutical/healthcare software projects simultaneously, across 4 development studios.
- Guided project direction, prototyping, and QA teams.
- Assigned, scheduled, and scoped up to 50 development/QA tasks per day.
- Functioned as an interface and consultant between company executives, clients, and development teams.

### **Cognitive Project Manager & Experience Design Operations Manager: IPSoft (now Amelia.AI) – 2017 (6-month contract position)**

- Collaborated directly with company executives to realize a new direction/vision for IPSoft.
- Designed multi-million dollar 3D A/V systems for interfacing with clients and partners, resulting in major sale to Germany for government AI implementation.
- Managed trade show and content creation teams globally.
- Project managed 3 separate teams simultaneously to produce marketing content, design AI to hardware interfaces, and to maintain/organize all current A/V hardware and projects.
- Coordinated with contractors/vendors for all major events including the Amelia V3 launch event.

### **Head of Engineering: Momentum Solar – 2016 to 2017**

- Personally secured \$20+ million in state financing and subsidies for solar installation projects.
- Increased design pipeline efficiency by 450% and reduced installed system failure rate to 0.02%.
- Assisted 4 departments and managed over 40 employees in design and engineering roles.
- Implemented and utilized CAD workflows for solar design and efficiency simulations.

### **Director of Technology: Core Augmented Reality Education (now Telepresenz) – 2014 to 2016**

- Secured several military and corporate contracts totaling over \$1.5 million in immediate sales.
- Migrated the company from an education focus to a branding/marketing focused AR/VR workshop.
- Worked directly with CEO to rebrand the company as “Augment Our World” to increase brand and market relevance.
- Formed and led a coding team of 15 and a graphic design team of 20 for rapid prototyping and app development.

### **Application Developer & Systems Architect: Core Augmented Reality Education (now Telepresenz) – 2014 – Promoted to position above.**

- Created multi-tier product deployment schedules for clients to begin testing during development.
- Designed and maintained all technical systems for app deployment and development.
- Educated clients about AR and VR while designing installations and applications to market their brand.
- Prototyped and designed 14 augmented and virtual reality applications for mobile and web.
- Designed and constructed 11 workstations and server-based, application testing systems.

### **Co-Founder & Robotics Engineer / Application Developer: RoboMetrix – 2011 to 2018**

- Designed the base systems for coding and deployment.
- Functioned as Business Systems Analyst and maintained/updated technology requirements, as needed.
- Co-created a unique telepresence robot control system with extreme flexibility.
- Designed multiple telepresence robot models in a CAD environment.
- Programmed, and debugged all robot models in C#.
- Rapid prototyping with FDM and SLS 3D printing.

## Skills

Management	Development	Software
<ul style="list-style-type: none"><li>▪ Hiring, Placement, and Team Management</li><li>▪ Scrum, Agile, Waterfall Methodologies</li><li>▪ In-depth documentation covering requirement documents, development stories, public reviews and manuals, promotional material, post-mortems, etc.</li><li>▪ Focus and Survey Groups</li><li>▪ Coordinating and managing communication between 3<sup>rd</sup> party teams, Subject Matter Experts, and CXO level stakeholders</li><li>▪ Backlog Grooming and Journey Mapping</li><li>▪ Systems Engineering and Review</li><li>▪ Technical Account Management</li><li>▪ Product Design / Deployment</li><li>▪ Personally managed State and Federal Government Agency partnered projects</li></ul>	<ul style="list-style-type: none"><li>▪ Familiar with iOS development and App Store workflow</li><li>▪ Familiar with Android SDK and Google Play workflow</li><li>▪ General knowledge of: XAML, HTML, CSS, and Java, C++, C#, SQL, Basic</li><li>▪ Visual languages (Kismet, etc.)</li><li>▪ Unreal Development Kit</li><li>▪ Unity</li><li>▪ UI &amp; UX design</li><li>▪ Arduino Environment</li><li>▪ Rapid Software/Hardware Prototyping</li></ul>	<ul style="list-style-type: none"><li>▪ JIRA, Confluence, ServiceNow, GitHub, Asana, Microsoft Project, Workday, and other related Project Management and software versioning solutions</li><li>▪ General knowledge of Visual Studio &amp; XCode</li><li>▪ Adobe Illustrator, Photoshop, Edge Code, CC Suite</li><li>▪ Windows, Mac OS, Linux</li><li>▪ Lucid Chart, Visio, Miro</li><li>▪ Google Docs Suite, Microsoft Office Suite 360 (Online &amp; Offline versions of Word, Excel, PowerPoint, Outlook, Teams, Forms, OneDrive)</li><li>▪ Simplify3D, Cura, ChituBox, Autodesk, Rhino 3D, Tinker CAD, Black Ink</li><li>▪ Various benchmarking and hardware evaluation suites</li></ul>

## Volunteer & Charity

### Co-Founder: William's Wishes (Non-Profit Charity) - 2014 to 2020

- Worked with co-founder to create a financially self-sustaining charity.
- Designed affordable hearing aid hardware of which 5000 units were donated to individuals in need.
- Wrote grant applications and managed budget until financial stability.
- Maintained the website and communications platform.

### Coordinator: Philadelphia Soup Kitchen – 2012, 2016

- Managed incoming food and resource allocation.
- Organized work groups for scheduled distribution days

### Web Developer: PACC – Palmyra, A Caring Community – 2016 – 2018

- Designed/Created a modernized web presence for 11 churches and community centers.
- Trained community members on continued site and media updates/maintenance.
- Photographed properties/members and created media materials for future print and web use.

### Team Leader and Educator: FIRST Robotics Team #2539 – 2007 to 2015

- Led the team awarded 3 separate awards for:
  - "Highest Ranking Rookie" - Ranking among the senior teams with the smallest budget, on year one.
  - "Most Robust Build Quality" - The only robot to not need repairs while still following weight and budget guidelines.
  - "Rookie Seed Award" - Being a rookie team that successfully secured 3 large commercial sponsors (e.g., BAE)
- Led the overall design and build effort of student teams.
- Wrote grant applications and managed budget/materials.
- Produced reports, social media/website promotional materials, and technical documentation updates for associated robotic implementations.
- Led nightly plan/build sessions for 6 weeks with teams of 45 students.
- Designed, built, and programmed Wi-Fi-linked robots in C++ and National Instruments LabVIEW software.
- Implemented 3D design courses to help students design and fabricate
- Regularly exercised coding, electrical and mechanical engineering, logic-based problem solving, and leadership skills.

## Education

Drexel 2010 - 2011

Full Sail University, Florida - 2011 to 2014 - Graduated.

Major - Bachelor of Computer Science

Minor - Design (3D)