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#### skills summary

15+ years of experience in software development, focusing on secure and user-friendly web applications

Expertise in application security, including risk assessment, penetration testing, vulnerability management, and secure coding practices

Proficient in securing SaaS products, e-commerce platforms, and similar online systems, with experience maintaining regulatory compliance

Strong foundation in modern web technologies including JavaScript, React, Vue, GCP, AWS, and DevOps tools. Fluent in Java and Python.

Experienced leader with a proven track record of building, mentoring, and fostering high-performing engineering teams in a collaborative and inclusive environment.

Dedicated to creating a positive and supportive work environment that encourages growth and innovation.

#### degrees & certifications

##### ArtCenter College of Design

B.S. Interaction Design, 2016  
Dean's List  
Student Gallery — Dell  
DesignStorm — Snapchat, HTC  
Teaching Assistant, 2013–2016

- \* USGS ShakeAlert® focus group
- \* Transmedia design
- \* SolidWorks 3D modeling
- \* Swift programming
- \* Processing programming

##### ISC2

Systems Security Certified Practitioner  
*Certified Dec 2023*  
Certified in Cybersecurity  
*Certified Oct 2023*

#### recent experience

##### Service & Parts Manager, IT Systems Lead — Bobileff Motorcar Company 2024—present

Oversee all aspects of service and parts operations for a luxury automotive business, while leading IT systems strategy, cybersecurity, and digital process optimization to drive operational excellence and customer satisfaction. Lead daily service operations, managing intake, repair scheduling, and timely vehicle delivery to ensure a premium customer experience

- \* Lead daily service operations, managing repair scheduling, intake, and timely vehicle delivery to ensure a premium customer experience
- \* Source and procure rare and high-demand automotive parts, negotiating with global vendors and leveraging technology for optimal price and availability
- \* Direct the implementation, integration, and management of IT systems—including work order management, inventory tracking, and customer communication platforms—ensuring seamless workflows and data accuracy
- \* Develop, enforce, and monitor cybersecurity policies and best practices, reducing security incidents and achieving compliance with industry standards
- \* Build and manage strong vendor relationships for both automotive and IT needs, including onboarding, contract negotiation, and performance monitoring
- \* Train and supervise service, parts, and IT support staff, fostering a culture of teamwork, accountability, security awareness, and continuous improvement

##### eCommerce & Systems Integration Consultant — Linde Eckstein GmbH + Co. KG 2022—present

Engaged to drive the expansion of the company's B2C business by designing and launching custom Shopify stores for both US and European markets. Collaborated closely with backend and operations teams to integrate existing ERP systems, enabling efficient, real-time synchronization of inventory, orders, and customer data across platforms.

- \* Built and launched a fully customized Shopify storefront for the US, establishing a new direct-to-consumer sales channel
- \* Led the evaluation, selection, and procurement of software suites and SaaS solutions, negotiating contracts and ensuring alignment with business goals and budget constraints.
- \* Led ERP integration efforts, automating workflows to reduce manual order processing by 40% and enhance operational efficiency
- \* Improved the European store's conversion rate by 22% and increased average cart value by 18% via UX and checkout optimizations
- \* Enabled European expansion from 3 to 11 markets through store localization, compliance, and scalable backend integrations
- \* Managed all technical and business requirements with cross-functional teams to ensure seamless, on-brand customer experiences across regions

##### Partner & Technology Lead — Push Button Corp 2019–2024

Led technological strategy and IT operations for client projects, implementing secure, scalable solutions and ensuring seamless adoption across teams.

- \* Oversaw procurement of IT hardware and software for client projects, vetting vendors, comparing pricing, and assembling cost-effective solutions when off-the-shelf options were not suitable
- \* Configured and managed cloud services such as Google Workspace and Microsoft 365, plus device management solutions to enhance productivity and security
- \* Negotiated contracts with technology vendors, reducing costs and improving service levels for client organizations
- \* Delivered customized staff training sessions to ensure compliance, technical proficiency, and broad adoption of new digital tools and systems.
- \* Monitored systems for security compliance, proactively resolving technical issues and reporting on key performance indicators
- \* Developed internal IT support documentation and detailed knowledge base articles to standardize support processes and improve efficiency
- \* Provided direct technical support to executive leadership and key stakeholders, ensuring all critical needs were met promptly and professionally

##### Technology & Security Consultant — Pacage Technology 2017–2019

Directed secure deployment and operations for a novel delivery system, collaborating with internal and external partners.

- \* Planned and executed hardware and software procurement, reducing costs while optimizing operational impact
- \* Developed creative solutions by integrating multiple software packages to meet operational requirements and budget constraints
- \* Coordinated with vendors to ensure regulatory compliance and system security
- \* Implemented asset tracking and access control for delivery systems
- \* Advised on security protocols and best practices for fulfillment center operations