

SUMMARY

IT Systems Engineer with 8+ years of experience in technical product support, backend systems engineering, and data infrastructure. Demonstrated expertise in SQL, PowerShell, and API automation with a passion for data analytics and scalable system design. Proven ability to collaborate cross-functionally and deliver reliable solutions that improve efficiency, reliability, and user satisfaction. Currently deepening experience in cloud platforms and user support automation through AI platforms.

PROFESSIONAL EXPERIENCE

Zoetis — *Principal Product Support Engineer* • July 2022 – Present

- Lead as IT infrastructure head to provide expertise for AI adoption in ZRL.
- Engineered agentic workflows to provide customers with quicker support and turnaround times.
- Serve as a white-glove service expert at ZRL for customers through understanding the entire infrastructure stack as a SME.
- Built multiple support tools to extrapolate data and processes into automatic workflows.
- Engineered SQL-based diagnostics and support tools, accelerating bug identification and resolution by 40%.
- Developed automated routines for hardware programming using internal APIs, reducing configuration errors and manual intervention.
- Supported and triaged ecosystem-level issues in collaboration with developers and system engineers.
- Contributed to infrastructure configuration planning for scalable internal applications and analytics support.
- Acted as technical liaison across internal stakeholders and product teams to deliver system enhancements.
- Contributed to KPI reporting and analysis to optimize staffing and resource allocation.

Direct Technology — *Service Desk Lead* • March 2020 – August 2022

- Led a legacy application modernization initiative, aligning data systems with modern analytics capabilities.
- Provided white-glove IT hardware and software support to executive leadership
- Created and maintained automation scripts in PowerShell to streamline provisioning and system maintenance.
- Coached junior analysts on structured debugging, ticket resolution, and best practices to improve ticket turnaround time efficiency by 100%.
- Improved resolution times and system reliability through proactive monitoring and escalation management.
- Lead staffing initiative to ensure around the clock service for a multi-tiered support structure.

Providence Health & Services — Sr. IAM Provisioning Manager • February 2019 – July 2019

- Developed custom PowerShell modules for identity and access workflows integrated into SailPoint IdentityIQ.
- Conducted system audits and optimized provisioning scripts, enhancing IAM system integrity and efficiency.
- Migrated a user base of over 500,000 objects onto SailPoint IIQ.

Soundpath Health — Data Analyst • July 2018 – January 2019

- Built and validated complex data models using Excel and VBA for healthcare provider datasets.
 - Mined and cleaned over 5 million data points from NPPES for provider accuracy improvements.
 - Invented custom algorithms to process healthcare data and comply with HIPAA requirements.
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TECHNICAL PROJECTS

- **ZRL Infrastructure Project (2026):** IT Lead for AI adoption across multiple projects inside of ZRL to decrease turn-around-time in labs, reduce the SLA time in tickets, and provide more robust customer support processes across the entire ZRL IT environment.
 - **Legacy Data Integration Upgrade (2024):** Engineered and migrated legacy 4D-based data pipelines into Azure Data Factory, designing modular workflows that improved data reliability, reduced processing time by 25%, and system costs by 95%.
 - **Internal Analytics Toolkit (2023):** Designed SQL queries and PowerShell modules for proactive system monitoring and data analysis at Zoetis. Reduced critical incident response time by 40%.
 - **IAM Automation System (2019):** Built custom provisioning automation tools with Java and PowerShell for SailPoint IdentityIQ, improving account accuracy and reducing manual steps.
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TECHNICAL SKILLS

- **Languages & Scripting:** PowerShell, Python, SQL, VBA
 - **Data & Infrastructure:** Data pipelines, Microsoft Azure, SQL Server
 - **Tools:** Azure DevOps, SailPoint, ServiceNow, Salesforce, Microsoft Excel, Visual Studio Code
 - **Practices:** API integration, System Administration, IAM, CI/CD, Agile/Scrum
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EDUCATION

University of Washington — Bachelor of Science, Mathematics March 2019

Bellevue College — Associate Degree, Mathematics DTA March 2016

CERTIFICATIONS

- Certified Scrum Product Owner (CSPO)