

Professional Statement

Results driven professional with 6 years project management experience, 3 years of managerial experience, 5 years of experience in print production, and 10 years of experience in customer service. Highly proficient in business-critical productivity software and programs. Strong multitasking skills with a consistent focus on customer needs and quality outcomes. Background in computer sciences and technology.

Highlights

- Extensive project management experience including complex sign manufacturing, launch packages, and game development projects
- Strong leadership competencies including experience leading a team of 12
- Print production expert with experience in signs, advertisements, and small format
- Highly proficient in a variety of critical productivity software suites
- Associates degree in Digital Gaming and Media focusing on graphic design concepts and product development
- Currently pursuing a Bachelor's degree in Web Development

Professional Experience

Blue Origin, Production Control Specialist (01/2023 – Present)

- Scheduling manufacturing and machining aerospace parts in a machine shop with the use of complex ERP/MRP systems
- Establish production timelines working closely with machinist leadership
- Worked to maintain the success of several program groups in a fast-paced environment

Fastsigns Everett, Production Controller (01/2021 – 11/2022)

- Established incoming order priority, monitored progress, and fed production workflow in sign printing and manufacturing
- Acted as a communication hub for all departments to ensure accurate and timely production of all orders
- Authored training documents and standard operating procedures on how best to make use of company resources
- Acted as a digital quality control for order entry and setup, while performing data entry and analysis

Epiq Global, Site Manager (09/2019 – 12/2020)

- Led a team of 12 supporting the function and operations of a contracting law firm
- Compiled large volume print requests and mailings
- Oversaw inventory management
- Directed information technology support across multiple platforms
- Complied with and enforced appropriate COVID-19 workplace policies and procedures

Epiq Global, Assistant Manager (07/2019 – 09/2019)

- Supervised the function and output of a copy center in a contracting law firm producing and compiling large volume print requests and mailings
- Maintained and directed rigorous quality control standards through careful oversight of all projects

FedEx Office, Consultant/Lead Consultant (02/2017 – 07/2019)

- Directed an onsite team, producing large volume print requests, package handling, shipping, retail management and customer service
- Extensive experience with multimodal customer service interactions (i.e., in person, phone, email, and ecommerce system)

Costco Wholesale, Crew Member (11/2016 – 01/2017)

- Warehouse experience with large inventory and high-volume sales
- Organized and facilitated complex major sales of high value items

Volt/VMC, Software/Hardware Tester (2012)

- Recorded and compiled qualitative and quantitative testing data of video games and devices to optimize overall system performance

Additional Professional Experiences

Lean Six Sigma Leadership Course (09/2022)

Yellow Belt Certified - Certification ID: 92921705

Emortal Sports, Intern - Level Designer (2016)

Video game design and concept development (startup company)

Video game lead designer and creative director (degree obtained 2016)

Video game builds - 6 independent projects

Education

2021 – Present

Bachelor of Arts (in progress), Web Development

Southern New Hampshire University, Manchester NH

2013 – 2016

Associates in Applied Science, Digital Gaming and Media

Lake Washington Institute of Technology, Kirkland WA

2007 – 2010

High School Diploma

Redmond High School, Redmond WA

Relevant Professional Skills

- Facilitator of interprofessional communications and collaborative efforts
- Designated lead for complex projects
- Quality control expert and workflow facilitator
- Graphic design
 - Print media
 - Digital painting
 - Design for web
- Video game design
- Proficiencies in key programs and software:
 - Adobe Photoshop (Adobe Certified Associate 2015)
 - Adobe Illustrator
 - Adobe InDesign
 - HTML/CSS Programming
 - Microsoft Office Suite
 - Complex ERP systems
 - Adobe Acrobat Pro
 - Autodesk Maya 3D Modeling Software
 - Unity Game Engine & Unity Playmaker
 - Java programming (moderate proficiency)
 - Unreal Development Kit