

**Education**    **B.S. in Management Information Systems**, May 2006  
**Minor in Mathematics**  
San José State University, San José, CA

**Experience**    **Marketing Operations Project Manager**

**NetApp, March 2010 – Present**

Support marketing in an operations role with collaboration systems and internal communications.

- Internal marketing community owner – support development of team communities, design feature images, ensure business requirements met, assist with troubleshooting.
- Support marketing SharePoint sites as the marketing administrator for SharePoint.
- Manage implementation and maintenance of internal calendaring solution (Trumba).
- Develop and coordinate the marketing's organization newsletter.
- Assisted development and communication of marketing organization's transformation towards an integrated marketing model.

**Web Production Project Manager**

**NetApp (Employee), Aug 2008 – March 2010**

Managed and implemented NetApp's Aprimo MRM solution in addition to supporting the web production team in a leadership role.

- Managed implementation of Aprimo MRM solution and supported change management for business from previous solution.
- Configured and maintained intake forms, extended attributes, workflows, and reports.
- Resourced as a production team lead to support peers as well as escalated and priority activities.
- Defined and configured a scalable web production process for business lead scoring initiative.
- Implemented the development and usage of video and step-by-step documentation to support system and production processes.

**NetApp (Contracted through Webb Design), Oct 2007 – Aug 2008**

- Implemented and managed a marketing project management tool, RoboHead (Aquent).
- Established and led resource management team to support a high volume project request system.
- Expanded upon previous web production role through development/maintenance of corporate, sales, partner, and intranet sites.
- Led NetApp headquarters web team while manager was away on maternity leave (5 months).

**International Web Developer**

**NetApp (Contracted through Webb Design), Oct 2006 – Oct 2007**

Responsible for maintaining international versions of NetApp's corporate websites.

- Supported maintenance of 15 international versions of the corporate website.
- Worked closely with Germany, Spain, and Russia's international marketing managers as primary liaison to serve their local market needs.
- Designed feature images for international homepages.

**Program Coordinator / Residential Supervisor**

**Math/Science Upward Bound (MSUB) - Monterey Peninsula College, Summers 2005 – 2008**

Coordinated and supervised operations of pre-college outreach program at University of California Santa Cruz. Responsible for well-being of at-risk high school students within a university environment.

- Managed various projects and budgets such as fieldtrips, science fairs, and banquets.
- Managed academic instructors, teaching assistants, and residential assistants.
- Facilitated the academic, emotional, and personal growth of diverse group of high school students.
- Developed and maintained promotional videos and website ([www.mpcmsub.org](http://www.mpcmsub.org)).

**Skills**

**Service Oriented:** Dedicated to ensuring customer expectations are set and serviced accordingly.

**Success Driven:** Begins actions with "the end in mind" to ensure the path to success is achieved.

**Tools:** Jive, Aprimo Marketing Studio, Aprimo Professional, SharePoint, Trumba, Eloqua, MS Office, MS Access, MS Visio, Acrobat, Photoshop, PageMaker, Dreamweaver, Adobe Premiere, Sony Vegas Video, Perforce, Stellant CMS, Clickability CMS, Joomla CMS, RoboHead (Aquent), HTML, CSS, some ASP; Java; and JavaScript.

**Other**

**Advisor & Lead Volunteer**, MESA Schools Program, SJSU, 2002 – Present