

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

Experience **Web Production Project Manager**
NetApp (Employee) Aug 2008 – Present

Manage and administer NetApp's Aprimo Professional MRM solution in addition to supporting the web production team in a leadership role.

- Managed implementation of Aprimo Professional MRM solution and supported change management for business from previous solution.
- Configured and maintained Aprimo Professional request forms, extended attributes, workflows, and reports.
- Support reporting task force to ensure system reports are aligned to objectives.
- Managed projects with timelines ranging from a one-day turn-around to several weeks.
- 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

- Launched and managed web ticket tracking tool, RoboHead (Aquent).
- Designed request forms and task management to support appropriate resource management of web team.
- Established and led resource management team to support high volume ticket request system.
- Expanded upon previous production role through development/maintenance of corporate, sales, partner, and intranet sites.
- Led NetApp headquarters web production 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.

- Worked closely with Germany and Spain's international marketing managers as primary liaison to serve their local market needs.
- Supported maintenance of 15 international versions of the corporate website.
- Implemented development from ground-up of Russian version of corporate website.
- Ensured international site requests adhered to corporate guidelines.
- 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).

Skills

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

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

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

Other

Advisor, MESA Schools Program, San José State University, 2002 – 2009