

EXPERIENCE

January 2022-

Product Manager, YatLabs- Web3, Product Management

- Lead a team of engineers to audit Yat's data pipeline to identify, define, & reduce duplicate event triggers throughout the event publishing system: Segment, Metabase, & Google Analytics
- Conducted industry research & recommended optimal path to ensure CPPA & GDPR compliance
- Collaborated with other product managers and growth partners on projects targeting user behaviors, retention, acquisitions, & product improvements resulting in a product roadmap
- Created wireframes for Pay with Yat (a Web3 directory supporting major Cryptocurrencies and Blockchains that allows users to store & toggle between customizable wallet addresses allowing peer to peer transactions)
- Managed a team of software & quality assurance engineers to build, test, & launch Pay with Yat
- Assisted Marketing and Community Support teams to ensure copy for Pay with Yat was consistent with engineering functions and capabilities to properly support users
- Partnered with our Business Development team to manage and support technical integrations with external partners
- Designed and lead project to improve Yat's API documentation to be inclusive of guided integration flows and increase the ease of use for partners, developers, and the Web3 community
- Identified areas of improvement in project planning, organization, & communication

February 2017-
January 2022

Network Engineer, BBVA Compass/PNC Bank-Banking, Engineering- IaaS (Infrastructure As A Service)

- Managed IBM Message Queue for critical applications supporting branches & online banking
- Lead team supporting the technical implementation for new & existing apps requiring MQ
- Configured performance monitoring & alerts via Dynatrace & TrueSight Monitoring tools
- Meet SLAs defined alongside app teams to ensure uptime & stable infrastructure
- Facilitated root cause analysis of system issues to minimize production impact & future occurrences
- Served as Middleware Team Lead & subject matter expert for Enterprise Service Bus (ESB) /
- Provided guidance to ensure core applications were correctly installed, configured, tested, deployed & validated throughout the software development lifecycle
- Analyzed & administered application access rights & requirements through ACLs within network
- Effectively communicated risk, issues, concerns & escalations with technical and non-technical teams or leadership within a timely manner
- Made proactive recommendations on industry best practices/technologies
- Identified areas to implement continuous improvement practices in processes & deployments
- Regularly updated documentation for accuracy to ensure colleagues are equipped to support clients
- Installed, configured, & supported apps using IBM WebSphere Application Server Network Deployment & SoftwareAG webMethods
- Built rapport & fostered relationships with internal & external customers to provide optimal support
- Participated in national branch visits to ensure tools are reliable from a technology perspective
- Applied project management skills utilizing Jira (Atlassian) & Remedy (BMC) software
- Lead infrastructure migration initiatives for core applications, the Federal Reserve, & Wires team
- Created customizable monitoring dashboards for app teams depicting hardware health, availability, active connections, volume & additional KPIs
- Planned, communicated, scheduled & supported maintenance with teams across the USA, Mexico, & Europe without impacting customers during peak hours.
- Participated in semiannual Disaster recovery exercises with critical internal teams & third parties
- Supported the PNC merger/integration with file transfer & infrastructure decommissioning activities

December 2014-
February 2017

System Administrator, Loop Supply Systems- Logistics, Information Technology

- Supervised and managed dedicated cluster of production servers with local data hosting partner
- Organized cluster upgrades and data migration projects with hosting partner and clients
- Resolved priority tickets regarding network troubleshooting & production errors within the ERP
- Performed unit testing of enhancements to ensure system integrity before deploying to production
- Lead change management process by communicating with programmers & clients scheduling system maintenance
- Collaborated with developers to create & deliver release notes for technical & non-technical readers

- Provided frequent reports on server health and CPU performance
- Scheduled, monitored, and maintained daily and weekly batch jobs
- Utilized the Amazon Management Console of AWS to store & retrieve application backups from S3 buckets & EC2 instances
- Worked directly with a user base of 3,000+ (suppliers & associates) regarding application issues, user groups, user roles, and user rights

January 2014-
June 2015

Solutions Consultant, Morris Consulting & Training, Inc.- Logistics, SaaS Consulting

- Provided first level application support for clients managing production lines via the ERP application (Plan For Every Part)
- Worked alongside developers, engineers, cloud architects, & hosting partners to ensure system availability during 1, 2nd, & 3rd shifts
- Consulted with clients directly to gather high level business requirements for a solution or enhancement that addressed business needs of various LOBs or company wide
- Designed and supported a Logistics Quality Management system for clients
- Traveled to clients regional and national locations often for system integrations, implementations, scheduled maintenance & quality assurance visits
- Refined dated user interface of web-based solution providing an appealing and consistent product eliminating end user confusion

August 2013-
December 2013

Application Manager, University of Alabama IT Innovation Center: Regions Financial Corp.-Banking

- Assembled a visual organizational structure which explained the database schema and allowed managers to produce rapid reports
- Provided a tracking tool to address the business unstructured big data constraints
- Facilitated weekly stakeholder meetings to effectively inform the client of the team's progress on the project

March-2012
May 2012

Front End Developer, University of Alabama IT Innovation Center: 8760 Inc.- Energy

- Utilized Accenture Delivery Methods methodology to increase the functionality of a web-based preventative maintenance system
- Improved product throughout entire lifecycle by consulting stakeholders on a regular basis
- Provided distribution recommendations identifying optimal product delivery to market
- Completed development of a web-based application that monitors and reports energy usage statistics

January-2012
March 2012

Financial Process Analyst/Technical Lead, UA-IT Innovation Center: State of Alabama- Finance

- Developed requirements for a financial consolidation system to increase efficiency
- Creating cost-benefit analyses and benchmarks against various financial consolidation systems to help the client make a more informed investment
- Provided the State of Alabama with a standardized financial consolidation process to help improve financial consolidation
- Served as technical lead responsible for reducing issues with software, hardware, or virtual machines used to complete the project

August 2011-
December 2011

Software Analyst, Insuresoft- Insurance

- Assisted with the creation of web presence for several insurance clients
- Responsible for testing and documenting patch defects within an internal debugging application
- Collaborated with team on new validation design layouts to implement for clients
- Ensured quality designed products were delivered to clients

Business Tools

Jira, Segment, Miro, Figma, Webflow, Google Analytics, Everflow, Asana, Web3, Remedy, Logic Monitor, BCM AppWatch, TrueSight Middleware Administrator, IBM MQ Explorer, Rabbit MQ, Trello, Dynatrace, Splunk, Enterprise Networks, WinScp, Putty, Webmethods Software AG, Slack, IBM WebSphere Application Servers, ERP, AWS Cloud Services, SharePoint, S3, EC2, Wordpress, VmWare, Canva, Photoshop, CRM, Enterprise Service Bus, Akamai, Bluecoat WAN/LAN Security Devices, Google Suite, PFEP, EGL Rational DB

Community Involvement & Leadership

BBVA Compass Volunteers | BBVA Leaderlink | Rotaract Club of Birmingham: Social Media Chair, Ready 2 Succeed Mentor, Club Service, Membership Recruitment, Service Committee | Siamese Dreams Community Outreach Board | INROADS Alabama Alumni Board | Huffman Community Neighborhood Association | City of Birmingham: Dept. of Youth Services Volunteer | Thompson High School Career Academy Volunteer | CareerLife | Griggs Designs #ItsOnUs