

PROFILE

An ambitious program coordinator with an empathic nature, experienced in leading cross-functional teams in delivering innovative and successful user-centric products and services.

SUMMARY OF QUALIFICATIONS

Over the last 11 years, creating an exceptional customer experience has been my guiding light, whether providing support, web design/development, process improvement, program management, or creative projects. Currently, I oversee operations and service delivery in a university maker space focused on digital fabrication and print production, including managing project teams of up to twelve that provide and enhance client services. In service of a staff advisory council at UT as a committee chair, we created a new program that connects employees with resources for professional development.

- ▶ 11 years in technical support
- ▶ 9 years in customer experience
- ▶ 5 years experience with process improvement
- ▶ 4 years in program management
- ▶ 3 years web design/development and site building
- ▶ 4 years vendor relationship management

EXPERIENCE

Program Coordinator, Technology Services

School of Architecture, University of Texas, Austin
October 2012 – present

- ▶ Ensure client success by adapting offerings and developing policies, procedures, and program roadmaps in line organizational goals and user feedback.
- ▶ Recruit, train and supervise 12 staff who support 800+ faculty, students, and staff using 2D/3D digital fabrication tools and software, web applications, and classroom technology.
- ▶ Direct daily operations, evaluate workflows, manage vendor relationships, establish priorities, implement process improvements, define standards, and set deadlines.
- ▶ Gather and analyze transaction data from multiple systems to shape departmental budget reports and operational strategies.
- ▶ Scoped and implemented multiple new systems with measured positive impacts on service delivery:
 - ▶ Strategy for supplies and systems for high-volume periods eliminated shortages and minimized downtime.
 - ▶ Waitlist app with notifications increased utilization 20%.
 - ▶ Equipment circulation app reduced shrinkage to 1%.
 - ▶ Team communication tool reduced email traffic 95%.

Service Delivery Specialist

LinuxTrainingAcademy.com
January 2016 – present

Consultant, Designer, Developer, Site-builder

LightBendStudios.com | Delivered December 2015
MiraasCircusArts.com | Delivered October 2015

Assistant Editor, Layout Designer

Pearls by Lee Wiegel-Patten
January – October 2012

Genius Administrator, previously Mac Genius

Apple Retail, Houston, TX and London UK
January 2008 – October 2012

Technical Support Representative

Comcast
May 2007 – January 2008

Business Access (T1/T3) Technician

Earthlink (West Teleservices)
March 2006 – April 2007

EDUCATION & CERTIFICATION

MakerPrep - JavaScript Introduction

August 2016

Acquia Drupal 7 Building and Layout Essentials

NXTTeam, 2015

UT Management Essentials Certification

University of Texas, August 2015

Apple Certified Macintosh Technician

Apple, 2008-present Tech ID: GBRFCN12

MA Photography

University of Arts London, 2011

BA Art History

University of Houston, 2010