



Army Veteran and recent Graphic Design graduate with a bachelor's degree from Southern New Hampshire University with a focus on web-based design. Previous work includes IT Support Specialist with over 6 years of experience in troubleshooting various data connection issues for worldwide operations and customers via helpdesk, email, phone, and chat. More than anything, I want to help other entrepreneurs build their businesses with help of my skill and creativity.

Work Experience

IT Support Specialist II

March 2016 – March 2022

Expeditors International, Seattle, WA

Provided support for thousands of Data Communications connections exchanging EDI Data and documents via Protocols like AS2, SFTP, FTP through the company Managed File Transfer (MFT) environment.

Tier 3 Support Engineer

September 2015 – January 2016

Xtreme Consulting Group, Kirkland, WA

Provided Tier 3 support to the Microsoft.com Operations server environments to include escalated issues using VMM, Hyper-V, PS, Cmdlet, Active Directory and Hardware Load Balancing in support of VMs and Physical HP Blade Servers and HP ProLiant Servers.

Cable Systems Installer

January 2009-February 2015

US Army

As a Cable Systems Installer I was a member of a telecom installation team, which conducted regular maintenance and inspection of installation and maintenance equipment.

SW & HW Skills



Education & Training

South New Hampshire University – Online

B.A. Graphic Design focus on Web Design - 2024

New Horizons Computer Learning Center – Killeen, TX

Network Systems Administrator Certificate - 2015

Central Texas College – Killeen, TX

Microsoft Software Systems Academy Certificate - 2015

American Military University – Charlestown, WV

A.A. Early Childhood Education - 2014

Basic Installers Course (BIC)

Distinguished Honor Graduate: 20 Peers - 2012

US Army Cable Systems Installer Maintainer Course

Distinguished Honor Graduate: 28 Peers - 2012

Design Skills

