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KEY STRENGTHS

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|-----------------------------|-------------------------|----------------------|
| • Database Infrastructure | • Community Leadership | • Strategic Planning |
| • IT Strategy | • Effective Listening | • Budgeting |
| • Salesforce Administration | • Relationship Building | • Group Facilitation |
| • Process Automation | • Collaboration | • Equity Centered |

PROFESSIONAL EXPERIENCE

Senior Database Administrator, Hunger Free Colorado, Statewide CO | April 2022 - Present

- Managed the Salesforce platform and Five9 Contact Center for statewide anti-hunger organization, including user management and maintenance of over 400 users across multiple teams, and geographic locations.
- Provided onboarding, training, and technical support to hotline navigators regarding account data in Salesforce, as well as other business applications such as Office365, EveryAction, Conga, DocuSign, Five9 Contact Center, and Zoom.
- Data Analytics - Created reports using SQL queries on various platforms (Salesforce, Tableau, Power BI) to provide executive-level and Board visibility into key metrics related to client impact by service type and region.
- Project Management - Coordinated with department to implement new features or changes within the Salesforce platform, ensuring smooth transition for all users affected by any change.

Community Organizer, The Colorado Trust, Southeast CO | January 2020 – April 2022

- Resident Engagement – Building and maintaining trustworthy relationships with community members, and effectively organizing to address issues impacting communities.
- Issue & Action Support – Collaborate with Community Partner to identify opportunities to leverage Colorado Trust funds for direct actions to advance health equity in communities.
- Build Capacity – Engage in ongoing learning to improve knowledge and practices that promote a culture of equity. Co-hosting Racial Justice training in southeast Colorado.
- Internal Administration – Actively participate in the process of documenting and sharing data gathered in communities utilizing Google Drive, Basecamp, and Zoom.

Systems Administrator, iLendingDIRECT, Englewood, CO | July 2016 – May 2019

- Vendor Management – Managed vendors for hardware, software, and cloud/on-premise SaaS solutions from research/demo, selection, contracting, installation, deployment and on-going technical support
- Virtualization– Owned and implemented systems upgrade of virtual desktop and server infrastructure from installation to deployment leveraging Windows/CentOS/VMware/Nutanix/Azure platforms
- Incident resolution – Utilizing knowledge base articles and ITIL priority management successfully reduced tickets and drove resolution of tickets from three days to four hours

Founder, Battle Zone, Denver, CO | March 2015 – March 2020

Technical Support Manager, Pivothead, Denver, CO | June 2013 – January 2016

COMMUNITY ENGAGEMENT

City of Rocky Ford, City Council, Ward III, Rocky Ford, CO (8/21-Present)

Colorado Blueprint to End Hunger, Governing Council, Otero County, CO (1/22-Present)

Otero College, Advisory Council, Otero County, CO (2/21-Present)

Southeast Health Group, Board Director, Otero County, CO (11/20-3/23)

Small Town Project, Co-Founder, Rocky Ford, CO (6/19-Present)

Communities That Care, Workgroup Member, Otero County, CO (10/19-12/20)

OJC Child Development Services, Policy Council Chairman, La Junta, CO (9/18-1/21)

MSU-Denver, Alumni Admissions Ambassador, Southeast CO (12/17-5/19)

iVolunteerDIRECT, Volunteer Committee Chairman, Englewood, CO (12/17-4/18)

Art from Ashes, Database Manager, Denver, CO (2/15-4/16)

EDUCATION & CERTIFICATION

University of Denver, Denver, CO

Latino Leadership Institute Fellowship (1/21-6/21)

Midwest Academy, Online

Organizing for Justice (07/20)

Metropolitan State University of Denver, Denver, CO

Bachelor of Science, Computer Information Systems (5/2017)

