
SUMMARY

Technical Delivery Manager with a Bachelor of Science in Electrical Engineering and over 4 years of experience managing automation systems delivery and providing technical support for enterprise clients. Skilled in program lifecycle management, data-driven decision-making, and systems optimization.

EXPERIENCE

Apkudo - Dallas, TX

Technical Delivery Manager

December 2023 to Present

- Oversee the program lifecycle of high-performance computing workstations and robotic automation solutions in mobile device processing and supply chain management.
- Capture customer requirements for new features and enhancements, identify internal improvement opportunities, evaluate their impact, and prioritize initiatives with development teams for implementation.
- Manage technical project planning, coordinating collaboration on technology development within and across teams, and aligning objectives with company strategic goals.
- Direct release processes by planning and coordinating test builds, deployment schedules, and stakeholder communication to ensure smooth transitions, minimize risks, and maintain operational continuity.
- Define, track, and present KPIs to drive data-driven decisions that enhance operational efficiency.
- Achieved a 20% increase in units per hour and a 10% reduction in exceptions through the delivery of a continuous improvement program.

Systems Support Engineer

April 2022 to December 2023

- Provided comprehensive support for supply chain automation systems, shaping support team operations from initial product launches through expansions and feature integrations.
- Analyzed root causes of advanced hardware and software issues, identifying preventative measures.
- Collaborated with cross-functional teams to assess and test new feature integrations and identify process improvements across systems leveraging ML tools and data-driven decisions.
- Deployed on-premise hardware installations and Linux server configurations to create high-performance package validation workstations capable of simultaneous, multi-device operations.
- Collaborated with vendors and manufacturers of servers, networking, and appliances to procure resources, troubleshoot issues, and ensure successful installations.
- Implemented and troubleshot modular robotics systems, improving diagnostic accuracy for both cosmetic and functional device conditions and elevating operational stability.
- Engaged in New Product Introduction (NPI) and ongoing development of the mobile device testing system by setting and fine-tuning system parameters to expand product coverage.

Systems Support Specialist

July 2020 to April 2022

- Troubleshoot and resolved user issues across robotics, servers, network equipment, and mobile/web applications, ensuring rapid remediation and minimal downtime.
- Analyzed root causes of hardware and software failures, systematically logging findings to identify trends and proactively prevent future incidents.
- Installed new systems, including OS imaging, application installation, and setup configuration.
- Improved operational efficiency by creating custom Python and Bash scripts to automate logging, reporting, alerting, and software installation workflows.

EDUCATION & CERTIFICATES

B.S. in Electrical Engineering (Minors: Biology, Mathematics), Central Michigan University

May 2019

Data Engineering with Google Cloud Specialization

May 2020

IBM Artificial Intelligence Engineering Professional

January 2020

IBM Data Science Professional

December 2019