

## EDUCATION

### MIT xPRO

Virtual and Augmented Reality Certificate, 2022

### Cornell University

Product Management Certificate, 2021

### The University of Texas at Austin

B.S. in Electrical Engineering

B.S. in Computer Engineering

June 2015 - December 2019

## KEY SKILLS

Prospecting, CRM, Sales, NPS  
UX, UI, and HCI Research and Design  
PRD, RFP, RFI and KPI Analysis  
Financial, SaaS, & PaaS Selling  
Java, Python, HTML, Markdown  
Gantt Chart, WBS, LRC, PRD

## IMPACT ROLES

### IBM Hispanic ERG

Tri-State Community Outreach Leader  
January 2020 - Present  
Organizing and branding.

### UCLA, USC, & PCORI

Board of Advisors  
December 2020 - Present  
Researching homelessness in LA.

### Impact Labs

Program Manager & Writer  
January 2020 - December 2021  
Technology for social good org.

### The TechShift Alliance

Board of Directors  
October 2020 - December 2020  
Technology for social good nonprofit.

### Microsoft Philanthropies TEALS

Computer Science Teaching Assistant  
August 2020 - December 2020  
Teaching in US-Mexico border towns.

## AWARDS

IBM Global Sales School Distinction  
IBM Open-Source Contributor  
IBM 2020 & 2021 Super Learner  
Harvard Univ., Community Impact  
Forbes Under 30 Scholar  
Google #PayItForward Leader  
National Name Exchange  
UPROSE Climate & Political Award  
Dell Brand Ambassador  
Dr. Ajoy K. Bose Endowment in ECE  
Sharp Endowment in Engineering  
Minnie Stevens Piper Scholarship  
National Hispanic Merit Scholar

## PROFESSIONAL EXPERIENCE

### TECHNICAL PRODUCT MANAGER (HYBRID CLOUD)

**IBM** | New York, NY | July 2021 - Present

Managing multi-award-winning Red Hat OpenShift and Kubernetes Service on IBM Cloud primarily. Managing other adjacent Cloud services as secondaries.

- Overseeing roadmap with **50+ major features** delivered in **3 quarters**. (Named **2021 Gartner Magic Quadrant Leader**) with **~300K engineering hours** annually.
- Conversing with **executives from 10+ software companies** for partnerships via IBM Venture Capital and **Fortune 500 customers**, contributing to **36% growth in clients**.
- Created initiative for **10+ hands-on PoC labs** for client-facing, to be used with internal sales team, onboarding **100s of new hires** to our cloud products when in the field.
- Performing continuous competitive analysis for **major hyperscaler companies**.
- Created list of requirements for qualifying as a cloud business partner.
- Publishing **external use cases** and technical announcements.
- Overseeing migration journey for **100k users** from the deprecation of IBM Cloud Foundry to serverless and Kubernetes platforms on IBM Cloud via technical documentation.

### TECHNICAL SOLUTIONS ARCHITECT (APP & API INTEGRATION)

**IBM** | New York, NY | January 2020 - July 2021

Progressed **\$8.9M in deals** through **35 technical activities** related to Cloud, AI, Application Modernization, and APM with **9 agencies in the U.S. Federal Government**.

- Developed and created test suites for REST, SOAP, JWT, and OAuth APIs.
- Provisioned, installed, configured, and deployed Kubernetes clusters and software.
- Managed & developed AI NLP assistant from ideation to MVP. Resulted in a **97% reduction in time** and **85% reduction in cost** and **1% uptick in sales (\$4 M USD)**.
- Developed a low-cost IoT home assistant device that utilizes NLP, Node-RED, REST, and IBM APIs for an internal competition. Won **2nd place** out of 52 people.

### PRODUCT MARKETING MANAGER, INTERN (SOCIAL MEDIA)

**Twenty.co** | Austin, TX | August 2019 - December 2019

Managed product marketing team and GTM strategy for increasing user growth at social media startup with Arianna Huffington and Rande Gerber on the board.

- Established relationships with organizations. Resulted in **~2,000 new users**.
- Performed SWOT for social media engagement and defined marketing plan.

### SOFTWARE ENGINEER II, INTERN (MACHINE LEARNING & GPU)

**State Street** | Austin, TX | January 2019 - December 2019

Developed a modular cloud-based machine learning cost-benefits tool in Google CoLab (Jupyter) for model training. *Supervised by Dr. Mattan Erez and Mr. Ravi Arimilli (IBM Fellow)*.

- Determined Google TPUs superseded mature state-of-the-art NVIDIA GPUs by 250% in training time on a per-epoch basis, realizing **2.3X in cost savings**.
- Discovered TPU anomaly and engaged Google community to post a ticket.

### CUSTOMER ENGINEER, INTERN (BLOCKCHAIN)

**IBM** | New York, NY | May 2019 - August 2019

Engaged in client-facing for Blockchain solutions in the Distribution industry. *Supervised by Dr. Bobbie Cochrane & Dr. Anthony O'Dowd (IBM Distinguished Engineers)*.

- Acted as Blockchain SME, created HyperLedger Fabric private-data collection demo lab with Markdown tutorial to be used in future client engagements.
- Developed PoT for Walmart and a \$19B USD wine & spirits distributor.

### PROJECT MANAGER, INTERN (NONPROFITS)

**Google** | Austin, TX | October 2018 - May 2019

Managed project and relationship with a nonprofit to further close the digital divide.

- Co-created an annual free 8-week web-dev bootcamp for 30+ attendees.

### QUALITY ASSURANCE ENGINEER II, INTERN (HARDWARE & DEVOPS)

**Dell** | Round Rock, TX | May 2018 - August 2018

Improved connectivity between Dell and EMC engineers through DevOps practices.

- Tested tool designed to monitor HDDs in servers that needed a hot swap.
- Developed JIRA PoT for engineering workflow with Austin and Boston teams.