

## Experience

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### Safety Assistant Rochester Public Utilities

May 2025 - Present  
Rochester, Minnesota

- Designed and built an organization-wide Microsoft Power Apps Canvas App using the Power Fx Studio user interface editor, SharePoint Lists to store data, and Power Automate to run APIs using HTTP requests; Written in Power Fx and WDL. Optimized safety protocols by providing digital formats.
- Developed several Power Automate workflows using external APIs and Microsoft 365 services to streamline reporting approvals. Successfully eliminated all use of paper copies.
- Developed an in house YouTube to MP4 conversion tool using Power Automate to trigger a RESTful API from a Power Apps user interface in order to support safety training a learning management system. Reduced manual workload and dependency on third-party services.
- Adapted and digitized the 17th edition of the safety manual for internal use, ensuring company alignment and easy access for employees via digital platforms. Ensured legal and regulatory compliance by using the latest safety standards and improved accessibility for remote or field employees.
- Redesigned and updated the department website to refine navigation, ensure up-to-date content, and enhance user experience. Improved usability and easier access to resources.

### Technology Services Intern Xcel Energy

December 2023 - September 2024  
Minneapolis, Minnesota

- Trained employees on Office 365 and work with low-code tools for business operations. Selected as one of two intern panelists for summer presentations. Highlighted as 'Intern of the Month' within Technology Services for May 2023.
- Streamlined SharePoint assistance requests in the organization by designing and building a responsive form using Nintex Process Management and Microsoft Lists. Accelerated response time by ensuring consistent formatting across all support tickets. Improved tracking and reporting of request volume and types through Microsoft Lists integration.
- Increased efficiency of service request procedures by developing an automated workflow in Power Automate using HTTP requests to migrate old tickets and upgrade the pre-existing system to be integrated with JIRA.
- Built a website with Microsoft SharePoint using SPFx and JavaScript for employee guidance resources within Technology Internships at Xcel Energy.
- Developed an automated workflow using Power Automate and web development kits to streamline an approval process for business resource groups at an organization-wide hackathon. Won second place.

### Technical Intern BTM Global

May 2022 - September 2022  
Minneapolis, Minnesota

- Deployed and staged POS register systems across multiple store locations, integrating new hardware and software components in line with post-imaging Linux-based configurations.
- Automated and managed Post Imaging Processes using Linux scripting to streamline device provisioning and reduce setup time.
- Supported software and technical engineering teams by diagnosing and escalating system and application issues via log analysis, using tools like Bugzilla and TightVNC.
- Maintained and queried item-level data in Oracle SQL Developer to assist with product catalog updates, pricing validations, and POS configuration. Conducted BA and regression testing alongside QA analysts to validate new POS software releases and ensure system reliability across store operations.
- Contributed to cross-functional technical documentation to track system changes, deployment procedures, and bug reports.

### Consultation Agent Geek Squad

November 2021 - April 2022  
Richfield, Minnesota

- Provided client-facing technical support and received and processed repair requests for diverse customer devices in a fast-paced environment.
- Diagnosed hardware and software issues using Apple GRX, NOVA ticketing, and CRM systems while managing inventory and service orders to ensure timely and accurate support. Contributed to improving repair workflows to enhance consistency and efficiency.

### Web Intern University of St. Thomas

October 2021 - April 2021  
St. Paul, Minnesota

- Create/update/maintain content on the one.stthomas.edu website within the Management, Insights, and Communications (MIC) department using HTML, CSS, and Cascade CMS

### Engineering Apprentice McKinstry

August 2018 - May 2020  
Rochester, Minnesota

- Completed projects in failure analysis and wrote reports to document results to collaborate with senior engineers.

## Education

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### Minneapolis College Associate of Science, Mathematics

Spring 2025 - Present  
(Online)

### Century High School Honors Diploma

August 2016 - May 2020  
Rochester Minnesota