**WORK EXPERIENCE**

**Support Operations Engineer |** Finalsite (Active Internet Technologies LLC) **|** May 2024 - Present

* Developed a comprehensive integration for tracking client-reported issues directly into Jira, enabling the product development team to prioritize tasks based on client ARR statistics and streamline issue resolution.
* Implemented a backup synchronization system for Zendesk Ticket and Talk metrics to BigQuery, enhancing data analysis capabilities and improving reporting accuracy for the Support team.
* Managed the Zendesk Enterprise instance with 250 agents by optimizing legacy settings, merging multiple support instances from acquisitions, and facilitating the rollout of new features.

**Product Manager |**  Finalsite (Active Internet Technologies LLC) **|** October 2021 - May 2024

* Work closely with developers and engineers to design, spec, and build products, and write technical documentation.
* Define and prioritize product requirements and roadmaps based on customer and market feedback.
* Collaborate with cross-functional teams (e.g. design, engineering, deployment, support) to develop and launch new products and features.

**Site Reliability Engineer |** Finalsite (Active Internet Technologies LLC) **|** July 2020 - October 2021

* Monitored and maintained the reliability and performance of Finalsite's systems and infrastructure.
* Implemented and managed monitoring and alerting systems to proactively identify and address issues before they impacted clients.
* Conducted root cause analysis on incidents and outages, and developed strategies to prevent them from recurring.

**Site Launch Coordinator |** Finalsite (Active Internet Technologies LLC) **|** April 2018 - July 2020

* Managed the launch process for new client websites, including coordinating with internal teams and external stakeholders.
* Provided ongoing support to clients during the launch process, responding to questions and resolving issues in a timely manner.
* Built and managed several custom scripts and tools to automate operations.

**Support Analyst |** Finalsite (Active Internet Technologies LLC) **|** March 2015 - April 2018

* Provided advanced technical support to clients via phone, email, and the company's ticketing system.
* Identified and reported several bugs in Finalsite's products, contributing to their resolution in subsequent releases.
* Designed a custom web app in Drupal to track and support client launches.

**Cheesemaker |** Cato Corner Farm / Beltane Farm **|** August 2009 - August 2014

* Made and sold farmstead cheese, and directed cheesemaking operations and online retail.

**Web Developer |** Self **|** October 2010 - November 2015

* Built websites and commerce CMS applications for small farms and businesses specializing in marketing commerce, stock/inventory, scheduling, and logistics.

**EDUCATION**

Bachelor of Arts (BA) Mathematics

Central Connecticut State University, CT