

SKILLS

Service Management

Service Delivery, Catalog Management, KPIs, Process Optimization, Continuous Improvement

Leadership

People Management, Change Management, Transformational Leadership, Stakeholder Management, Cross-Functional Collaboration

Technical

Wrike, Asana, Jira, MDM, IT Architecture, Figma, Miro, Adobe Suite, Affinity

AI / ML

Generative AI, Prompt Engineering, Ollama, Hugging Face, Local LLM

EDUCATION & CERTS

LLM / Generative AI Leader

Google Cloud · 2025

Prompt Engineering

IBM · 2025

Product Manager Nano Degree

Udacity by Accenture · 2024

Color Grading Certification

Color Grading Academy

ACTIVITIES & INTERESTS

AI/ML Home Lab

Personal local LLM environment (Ollama, Hugging Face) — hands-on generative AI exploration.

Information Security

Independent study of security frameworks, access control & privacy; mentorship with security leaders.

Leadership Mentorship

Active networking with IS&T, security, and program management leaders.

Creative Technology

Certified color grading — visual storytelling applied to communications design.

PROFILE

Strategic leader with 15+ years of management and program management experience driving transformational change through end-to-end service delivery, cross-functional collaboration, and talent development. Proven track record using data-driven insights to assess capabilities, build improvement roadmaps, and elevate underperforming operations to flagship status. Skilled at establishing service and security standards, leading in matrixed environments, and scaling solutions beyond the team — delivering measurable results through ambiguity with exceptional communication and collaborative innovation.

WORK EXPERIENCE

Apple Inc. — IS&T and Retail

November 2005 – Present

Manager | Portland, OR · Los Angeles, CA · Seattle, WA

Dec 2008 – Present

Leading highly engaged teams driving innovation, pioneering change through ideation and inclusion, and strengthening stakeholder relationships through open communication and adaptability.

Service Delivery & Operations Leadership

- Transformed underperforming teams to flagship level — 102% performance, 54% metrics improvement within two quarters through service standards, KPIs, and continuous improvement.
- Optimized internal processes, integrated new technology into security framework; earned recognition from AT&T SureScan PCI compliance auditors with 54% efficiency improvement.
- Championed teams through change management initiatives into highly resilient, culture-leading resources.

Technical & Cross-Functional Leadership

- Managed technical teams of 12–30 across three markets, achieving 45% metrics improvement and earning multiple innovation awards.
- Selected by market leadership to lead culture and accountability realignment; delivered ~100% engagement improvement and 35% results improvement within three quarters.
- Implemented information security standards using Apple Directory automation to improve access controls and protect sensitive project resources.
- Built and mentored teams across three markets: 84% advanced to lead roles and 100% achieved career goals within 2 years.

Program & Service Management

- Improved team engagement and knowledge retention through learning and development approaches that scaled organization-wide.
- Executed 10 MT9 communications campaigns — 100% on-time completion across presentations, videos, and outreach.
- Revitalized a lagging education and services team into program innovators whose strategies became company standards.

IS&T Leadership Mentor & Project Manager | AMR & Canada

4+ Years

Delivered visionary projects — from launching Apple's first IS&T virtual New Store Opening to blueprinting complete onboarding and service delivery for all AMR/Canada mentors.

- Pioneered Apple's first IS&T virtual New Store Opening (NSO), establishing end-to-end service delivery frameworks and operational standards adopted organization-wide.
- Managed 30+ concurrent projects ensuring on-time delivery; aligned 84+ stakeholders, achieving 100% adoption of new standards.
- Facilitated 30+ strategic briefings with AMR/Canada senior leaders, improving task completion by 20% and strengthening cross-regional communication.
- Coordinated cross-functional teams across departments and time zones in a matrixed environment with seamless progress tracking throughout.