

PROFESSIONAL SUMMARY

Data governance and automation leader who was hired as an analyst at a \$20B+ Fortune 500 shipping company, handed a problem with no team, process, or system attached to it, and built all three from zero. Promoted four times in five years, from Analyst to Manager, now running the department created from scratch.

Sit at the intersection of technical build capability and commercial operations: design and ship governance platforms and AI-enabled automation, negotiate contract terms directly with Procurement, and serve as the primary point of contact for enterprise clients including Nike, Costco, and Adidas.

Genuine, hands-on AI practitioner: use generative AI tools (Claude, Cursor AI) daily for production development, and have trained and deployed a custom AI Builder model to automate document-heavy work end to end.

Dual BS, Finance (Investment Track) & Business Systems, Towson University · Fluent in English and French.

CORE SKILLS

**Microsoft Power Platform (Expert):** Power Apps · Power Automate · Power BI · AI Builder (custom model training, document processing) · SharePoint · VBA

**AI & Automation:** Anthropic Claude & Cursor AI (daily, production use) · Generative AI-assisted Development · Custom AI Model Training & Deployment · RPA · Workflow Automation

**Data & Systems:** SQL · ETL Logic · Data Lineage & Validation · Data Quality Frameworks · System Integration (vendor & internal databases) · SAP

**Governance & Compliance:** Audit Trails · Control-Evidence Repositories · SOX-equivalent Controls · Risk Scorecards · Exception Management · Root-Cause Analysis

**Business & Commercial:** Contract Negotiation (with Procurement) · Vendor & Supplier Management · Enterprise Client Relationship Management · New Partner Onboarding

**Delivery & Process:** Requirements Definition · UAT Testing · SDLC · Agile/Lean · Change Management · Process Mapping & Redesign

**Reporting & Communication:** Executive Dashboards (Power BI) · KRI/KPI Development · Advanced Excel & PowerPoint · Executive-to-Frontline Communication

**Leadership:** Team Management (5 direct reports) · Department Building (from zero) · Coaching & Development · Cross-functional Influence Without Formal Authority

PROFESSIONAL EXPERIENCE

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| <b>MSC Mediterranean Shipping Company</b> · Baltimore, MD · April 2020 – Present                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |  |
| <i>One of the world's largest shipping lines (\$20B+ revenue, Fortune 500 equivalent). Hired as an analyst; built the department from zero; promoted four times to run it.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |  |
| <b>Manager — Nationwide Data Accuracy</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Oct 2024 – Present  |  |
| <ul style="list-style-type: none"><li>● <b>Built a nationwide data governance program from zero:</b> risk scorecards, exception workflows, control-evidence repositories, and a Power Apps case-management platform, reducing data discrepancies 30%+</li><li>● <b>Serve as the primary point of contact for enterprise clients</b> (Nike, Costco, Adidas), negotiating data and visibility requirements and translating them into working system implementations</li><li>● <b>Negotiate contract terms directly with Procurement</b> across 20+ vendor partners, including standing up entirely new depot locations, building field-identified inefficiencies into negotiation strategy</li><li>● <b>Trained a custom AI Builder model</b> to extract structured data from unstructured PDF documents, eliminating a fully manual review process; use Claude and Cursor AI daily to build production automation tools</li><li>● <b>Deployed RPA and Power Automate workflows</b> that cut manual intervention 40% across a nationwide network of 20+ partners</li><li>● <b>Manage a team of 5 analysts;</b> own escalations and report program health directly to C-suite and global HQ</li></ul> |                     |  |
| ▲ Assistant Manager → Manager (Oct 2024)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     |  |
| <b>Assistant Manager — Nationwide Data Accuracy</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Sep 2023 – Oct 2024 |  |

- **Led UAT and an 8-department national system rollout** end to end, improving event-tracking accuracy 40% across all U.S. regions
- **Designed and shipped automation tooling** (Power Apps, Power Automate) that cut manual processing time 40%, now standard across the national operation
- **Standardized vendor scorecards and reporting**, creating the first national benchmarking structure in department history

▲ *Supervisor → Assistant Manager (Sep 2023)*

### Supervisor — Nationwide Data Accuracy

*Oct 2022 – Sep 2023*

- **Owned full workflow operations:** design, performance reporting, and early-warning controls for vendor transmission failures
- Implemented quality controls and standards that measurably reduced error rates and established the department's first consistent operating rhythm

▲ *Analyst → Supervisor (Oct 2022)*

### Analyst — Equipment Data Accuracy

*Apr 2021 – Oct 2022*

- **Built the department's foundational infrastructure** from zero: SQL audit tools, validation logic, VBA macros, and Power Apps workflow tools still in active use today
- Executed complex SQL queries and root-cause analyses that eliminated recurring systemic failures, becoming the basis for the department's ongoing governance model

## SELECTED PROJECTS

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- **AI-Powered Document Processing** — Trained a custom AI Builder model (Azure Form Recognizer) to extract structured data from unstructured terminal PDFs, eliminating a fully manual review process.
- **National System Rollout** — Scoped, tested, and deployed a replacement audit/controls system across 8 departments nationwide, improving event-tracking accuracy 40%.
- **Contract-Level Fixes for Field Inefficiencies** — Partnered with Procurement to translate recurring operational problems into binding contract terms with vendor and depot partners.
- **Enterprise Client Data Integration** — Served as primary point of contact translating Nike, Costco, and Adidas visibility requirements into working container-tracking system data flows.

## EDUCATION

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**Towson University** 2018 – 2020

BS, Finance (Investment Track) · BS, Business Systems & Processes · Dual Degree · GPA 3.33

**Montgomery College** 2016 – 2018

AA, Business Administration · GPA 3.60

## CERTIFICATIONS

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Stanford Online / edX — Databases: Relational Databases & SQL · Microsoft Office Specialist Excel (MOS Certified)