

PROFESSIONAL SUMMARY

Product-oriented IT professional with a proven track record of delivering complex technical products, analytics platforms, and infrastructure solutions. Excel at bridging business requirements with technical execution through strong stakeholder management, prioritization, and cross-functional delivery to drive operational impact.

PROFESSIONAL EXPERIENCE

ALLY FINANCIAL BANK, DETROIT, MI, May 2018 – Present

PRODUCT MANAGER, April 2025 – Present

- Leveraged AI-assisted workflows and process automation to improve delivery efficiency, communication quality, and operational execution across product and engineering initiatives
- Designed and built an enterprise-scale Customer Data Platform (CDP) in Snowflake, leading cross-functional data mapping, customer model architecture, and scalable data integration supporting Customer 360, analytics, and compliance initiatives.
- Own critical CDP system that

DATA ENGINEERING MANAGER, July 2023 – April 2025

- Led a team of data engineers applying agile scrum methodology to build impactful data products in Snowflake data warehouse with objective of decommissioning on-prem repositories with dozens of TB of data
- Triaged production data pipeline incidents by performing RCA and partnering with engineers on remediation, reducing mean time to recovery and preventing customer-facing reporting outages.
- Instituted robust data quality assurance processes using Splunk, Tosca, & Anomaly detection, reducing data product errors and enhancing overall data reliability for clients using Snowflake tools

DATA PRODUCT OWNER, Aug 2021 – Aug 2023

- Owned delivery of 100s of data products in Snowflake environment to modernize customer and compliance analytic use cases.
- Designed and implemented customer data model to deeply understand customer journey, cross sell products and enhance customer experience through channel interaction analysis
- Own Jira Scrum board, backlog, roadmap, and sprint execution to migrate legacy on-prem data repositories to Snowflake in order to modernize target marketing and enhance end user capabilities

BUSINESS/PROJECT ANALYST May 2018 – August 2021

- Led integration of 60 key applications into Splunk IT Service Intelligence, dramatically improving IT Operations visibility and enabling proactive monitoring, predictive alerting, and reduced system downtime.
- Directed infrastructure modernization effort, owning technical debt remediation and refresh of legacy stack (Oracle DBs, HP servers, Solaris, WebLogic, Windows 2008) across all environments.
- Provisioned, deployed, and migrated thousands of database instances and application servers in coordination with DBAs and application teams.
- Managed ~25 weekly system configuration changes (firewall, storage, F5/Network, DNS, access, cutovers, decommissions).
- Designed and maintained PowerBI/Excel dashboards and reports that tracked project status, risks, and success metrics; reconciled complex datasets to drive accurate stakeholder engagement: ensure milestone tracking, risk/issue resolution

ERNST & YOUNG, DETROIT, MI, August 2015 – December 2017

SENIOR IT RISK CONSULTANT

- Developed an RPA software robot to automate the IT change management control testing process and reduce testing times by up to 90%
- Supervised IT risk assessments from start to finish; delegated tasks to staff; tested controls using offshore resources in India
- Conducted testing on IT general/internal controls; identified control gaps and potential process improvement areas

EDUCATION

MASTER OF SCIENCE (M.S.) IN INFORMATION SYSTEMS: BUSINESS INTELLIGENCE AND SECURITY, 2015

Indiana University – Kelley School of Business – Bloomington, IN

BACHELOR OF SCIENCE (B.S.) IN INFORMATICS, MINOR IN BUSINESS, 2014

Indiana University – School of Informatics and Computing – Bloomington, IN

ADDITIONAL INFORMATION

Technical Proficiencies: Claude Code, Copilot, Snowflake, Gitlab, DBT, Servicenow, SQL, Jira, Confluence, PowerBI, Tosca, AWS S3, Splunk, & Alation