

MY CAREER

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MONTHS

Finance and Procurement Transformation Study 📅 2024
Analyzed finance and procurement workflows, then organized improvement themes around process clarity, user adoption, analytics, and business outcomes.

LEADERSHIP & AWARDS

- Customer Adoption Recognition, Pacific Crest Cloud Services, 2026
- Transformation Collaboration Recognition, Westline Business Advisory, 2025
- Business Administration Academic Achievement, California State University, Long Beach, 2023

EDUCATION

Bachelor's Degree in Business Administration
California State University, Long Beach 🎓 GPA: 3.5 📅 2023 📍 Long Beach, CA
***Coursework:** Project management, business analytics, finance, operations management, information systems*

CERTIFICATIONS

- Google Project Management Certificate 📅 2024
- Generative AI for Everyone 📅 2026

TECHNICAL SKILLS

- **Customer Success Platforms:** Customer health tracking, adoption planning, renewal management
- **Cloud Business Transformation:** Cloud adoption, value realization, implementation planning
- **Enterprise Resource Planning:** ERP, S/4HANA Finance, business process mapping
- **Finance and Spend Management:** Finance, spend management, Q2C
- **Procurement and Supply Chain:** Procurement, SCM, supply chain operations
- **Human Capital Management:** SuccessFactors HCM, workforce processes, employee adoption
- **Customer Experience:** CX, customer journeys, service operations
- **Analytics and Data:** Analytics, Business Data Cloud, customer health reporting
- **Integration and Platforms:** Integration, BTP, enterprise systems
- **Infrastructure and Security:** Infrastructure, security, cloud environments
- **Artificial Intelligence:** AI fundamentals, responsible AI, agentic AI
- **Project Delivery:** Project management, issue resolution, stakeholder coordination

PROFESSIONAL AFFILIATIONS

- Member, Customer Success Leadership Network
- Member, Project Management Institute community
- Participant, Responsible AI learning community

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST