
EXPERIENCE

IMA Financial

Denver, Colorado

Applied AI Fellow

June 2026 - Present

- Embedded within IMA's HR leadership team to identify and automate manual, repetitive HR workflows, building deployable AI prototypes using Python, FastAPI, and LangGraph that reduce operational overhead and free up HR capacity for higher-value work
- Partnering with People Analytics and HR Operations to design AI-assisted tools including an Ask HR assistant and automated data pipelines, translating ambiguous business problems into structured, measurable solutions with quantifiable impact on team productivity

Sunrun

Remote, Colorado

Service Technical Efficiency Support

Sep 2020 – Feb 2026

- Managed end-to-end customer success workflows in Salesforce CRM, translating complex technical faults into clear remediation plans and communicating deployment status and outcomes to engineering leads and client-facing stakeholders across thousands of distributed solar systems.
- Monitored system behavior and tracked performance degradation across a large distributed fleet using real-time telemetry and log inspection diagnosing and resolving unexpected configuration drift before it impacted customers, reducing field dispatch costs by remotely remediating 25% of escalated cases.

Qookit AI

Remote, Colorado

Software Engineer Intern

May 2024 – Nov 2024

- Reduced manual integration effort across AI and data processing workflows by developing modular frontend components in JavaScript and HTML and building cross-platform mobile applications in Flutter and Dart, connecting backend AI pipelines to production interfaces via Python.

EDUCATION

Colorado State University - Global

Denver, Colorado

B.S. Computer Science

M.S. Artificial Intelligence and Machine Learning

- GPA: 3.82/4.00

PROJECTS and CERTIFICATIONS

Customer Support Email Agent

June 2026

Personal Project [Github](#)

- Built an end-to-end AI email agent using a 9-node LangGraph workflow that classifies intent, runs FAISS semantic search against a knowledge base, and generates GPT-4 responses reducing simulated response time from 30 minutes to 3 seconds while routing complaints and low-confidence cases to human review.

AWS Certified Cloud Practitioner (CLF-C02)

March 2026

Certification [Credly](#)

Gmail AI Assistant Agent

April 2026

Personal Project [Github](#)

- Built an autonomous AI agent in Python integrating Claude (Anthropic) with Gmail via OAuth 2.0 to automatically summarize, categorize, and score urgency of incoming emails eliminating manual inbox triage entirely

Marketing Workflow Automation Prototype

June 2026

Personal Project [Github](#)

- Built a multi-stage agentic marketing workflow engine in Python integrating Claude (Anthropic) with a Flask dashboard and SQLite to automate lead classification, urgency scoring, routing, and personalized follow-up email draft generation across a MAP-style pipeline, improving lead response times and buyer engagement outcomes.
- Validated the system through iterative prototyping and a test-and-learn deployment approach, instrumenting per-stage latency tracking, error rates, uptime percentage, and time-saved metrics directly into the platform to support continuous system optimization and ROI measurement.

SKILLS

- Languages: Python, JavaScript, TypeScript, Dart
- Frameworks / Tools: React, Flutter, Git, Docker, pandas, boto3, OAuth 2.0, Tableau, Power BI, Power Automate, Microsoft Copilot, Salesforce CRM, Low-Code/No-Code Platforms, Marketing Automation Platforms (MAP), CMS Integration
- AI / Automation: LLMs, RAG, Prompt Engineering, AI Agents, Workflow Automation, Instrumentation, Fine-Tuning, Input-Output Schema Design, Claude, ChatGPT, Gemini, Cursor, Notion AI