

Work Experience:

Fiserv (March 2009 - May 2024)

Solutions Architect, Advisor at Fiserv (Connecticut)

October 2020 - May 2024

- » Implemented UI/UX Design and branded online banking products through internal authoring tools, CSS, HTML, and JavaScript for Fiserv's 2000+ Retail Online and 1000+ Business Online clients.
- » Drove UI/UX design and customization for new product improvement by providing research and submitting client feedback to development teams on monthly product release sprint calls.
- » Provided client-focused support in maintaining online banking products by completing 31% of all tasks assigned to the team (318 of 1023 service tasks submitted) in 2023 generating an estimated \$87,450 in revenue for 2023.
- » Improved team efficiency by 50% and mitigated browser display errors by 93% after developing standard CSS templates for customization of Retail and Business Online products
- » As the advisor for team of eight developers, reduced training time for new associates from 3 months to 2 months by providing one-on-one virtual training, creating and maintaining branding resources, PowerPoint trainings, Branding documentation, Internal Branding Wiki, Process website, and pre-recorded training videos.

Solutions Architect, Senior at Fiserv (Connecticut)

January 2017 - October 2020

- » As a senior architect for team of eight, I provided training and support to new developers on the UX design and CSS customization options within the Business and Retail Online banking products.
- » Rebranded the UX design of Retail and Business Online Banking product user-interfaces through internal authoring tools, CSS, HTML, and JavaScript
- » Supported and maintained over 2000 Retail Online and over 1000 Business Online Banking application websites through ticketing system within SLAs and mitigate case reopening

Web Services Coordinator at Fiserv (Costa Rica)

January 2012 - December 2016

- » Managed a team of eight front-end developers. Recruited, pre-screened, interviewed candidates, trained new employees, held monthly one-on-one's and mid and year-end reviews.
- » Supported team in front-end development best practices for HTML, CSS, JavaScript.
- » Created a Quality Assurance process along with documentation, HTML and CSS templates, and procedures to ensure accessible designs and mitigate production errors.
- » Provided weekly, monthly and quarterly reports to upper management to determine team

objectives, accomplishments, case output, and share error mitigation strategies.

- » Completed Lean Six Sigma Yellow Belt course.

Web Services Analyst at Fiserv (Costa Rica)

October 2009 - December 2011

- » As Account Manager for over 100 web hosting accounts for financial institutions promoted sales and supervised web services projects including hosting migrations, redesigns, express template and custom website design projects. Maintained/managed DNS records for clients.
- » Responsible for the distribution web projects for the development team in Costa Rica.
- » Provided weekly status reports to management.
- » Upheld all responsibilities of Web Developer.

Web Developer at Fiserv (Costa Rica)

March 2009 - September 2009

- » Responsible for completing maintenance requests through internal ticketing system within SLA
- » Coordinated with Web Analysts to work on website maintenance and redesigns
Maintained over 100 client web site accounts while promoting the sale of new web site designs, and web feature upgrades.
- » Implemented upgrades, such as flash animations, JavaScript slide shows, secure forms, and content management systems.

Professional Skills:

HTML5, CSS3, JavaScript, jQuery, PHP, GitHub, Adobe CC (Photoshop, Illustrator, InDesign, XD, Dreamweaver), Figma, Visual Studio Code, Brackets, SEO, UI/UX Design, Prototyping and Wireframing, Digital/Social Media Marketing, Meta Business Suite, Canva, Microsoft Office.

Volunteer Work

YCP Fairfield County: President & Director of Marketing

- » Manage leadership team, attend quarterly meetings with Board providing chapter updates, metrics and financials
- » Create marketing materials for print and online advertising (Adobe Creative Suite and Canva)
- » Create and maintain consistent email marketing
- » Social media marketing on Meta (Facebook and Instagram) and LinkedIn

Languages:

Fluent in English and Spanish

Education:

Gibbs College - Norwalk, CT

Degree of Applied Science in Visual Communications

Saint Joseph High School - Trumbull, CT

High School Diploma