

Technical Project Manager | Strategic Partnership Builder | Cross-Functional Leader

Proven payment product leader and creative strategist with 7.5 years of experience leading technical initiatives across complex global environments, delivering measurable client success and ROI. Combines excellence in organization and management with an eye for design, bridging technical and creative disciplines to champion scalable systems and innovative solutions.

EXPERIENCE

Implementation Consultant | Visa, Inc. | Hybrid Nov 2021 – Oct 2025

Led end-to-end delivery of technical Visa solutions such as automated marketing and tokenization mobile wallet programs for 20+ financial institutions concurrently, serving as executive liaison for strategy alignment and primary technical point of contact.

- Developed data-driven targeting and segmentation strategies by leading weekly project calls and in-depth scoping sessions, achieving ~26% average client campaign performance lift and 10% reduction in project durations.
- Championed creative modernization by documenting and socializing HTML email deliverability and accessibility standards.
- Led global cross-functional initiative to research, develop, and test accessible HTML design criteria to ensure compliance with the Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG).
- Served as client technical resource for secure file pipelines (SFTP/PGP), key exchange, and comprehensive data validation.
- Streamlined intake forms and processes to eliminate ambiguity and accelerate production, improving efficiency and delivery.

Founder and Co-Lead | Visa Rockies Employee Resource Group (ERG) | Hybrid July 2018 – Oct 2025

Founded and led an employee-run leadership team supporting Colorado and Utah, recruited 19 volunteer board members, merged two local chapters to create Visa's first regional ERG council, and oversaw the company's largest ERG budget globally in FY25.

- Built an annual sponsorship management program from the ground up to strengthen community engagement and brand association, forging 2–3 partnerships per year with local nonprofits through negotiation and collaborative events.
- Led flagship global and community initiatives from global virtual events like *Visa Everywhere* to large-scale local activations such as annual Denver Festival (500K+ attendees), introducing digital payments to replace cash-only operations.
- Authored ERG leadership playbook defining roles and responsibilities that was adopted and used as a template across Visa.

Implementation Analyst | Visa, Inc. | Highlands Ranch, CO Nov 2019 – Nov 2021

Managed 15–20 concurrent projects for technical card issuer products such as tokenization, metadata, campaign solutions, and processor conversions, resulting in year-over-year project duration reductions and revenue growth.

- Led scoping and discovery sessions with technical and business stakeholders, owning requirements, timelines, RACI, change control, and weekly cross-functional standups. Selected to manage the largest, most critical, 'Signature' accounts.
- Identified and drove process improvements that streamlined operations and reduced rework across projects and teams.

Associate Implementation Analyst | Visa, Inc. | Highlands Ranch, CO June 2018 – Nov 2019

- Completed a nine-team leader rotational program, building broad knowledge and deep insight into card-issuing processes.

EDUCATION

Master of Business Administration (MBA) | University of Utah Expected May 2026

Master of Science in Information Systems (MSIS) | University of Utah Expected May 2026

Graduate Certificate in Cybersecurity Management (GCCM) | University of Utah Expected May 2026

Bachelor of Business Administration (BBA) | University of Portland Aug 2014 – May 2018

KEY SKILLS

Business Development & Strategy: Strategic Planning | Business Development | Strategic Partnerships | Client Relationship Management | Payments & FinTech Industry Knowledge

Project Management & Client Delivery: Project Management | Cross-Functional Leadership | Stakeholder Engagement | Process Improvement | C-suite Communication | Executive Strategy Consulting | Technical Facilitation

Technical & Analytical: Data Analytics | SQL & Python Programming | AI & Automation | Cloud Computing

CERTIFICATIONS, RESEARCH, & PUBLICATIONS

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- Lean Six Sigma Green Belt Certification, April 2025.
 - MSIS Capstone Project: WorkerBee HIVE Agentic AI Coordination Research and Article Preprint for UOnline. Expected project completion December 2025; expected article publication April 2026.
 - Co-author of a [published article](#) on required undergraduate credit-based professional development programs.