

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

Proven payment industry project leader with 8 years of experience leading technical initiatives across complex global environments, delivering measurable client satisfaction and ROI. Combines excellence in organization and project management with tactful relationship building, bridging technical and creative disciplines to champion scalable systems and innovative solutions.

EXPERIENCE

Vice President | JPMorgan Chase and Co. | Tempe, AZ Jan 2026 – Present

Oversee seamless delivery of critical, high-revenue core projects for specialized industry merchant payment solutions, ensuring smooth project management and communication across a myriad of internal and external teams, and third-party integrators.

- Lead seamless project management for technical and business stakeholders, owning overall project timelines across internal and external cross-functional workstreams. Supporting complex ‘Core’ systems plus new ‘Commerce’ API-based platform.
- Facilitate internal and external weekly meetings, maintain detailed agenda, note, project plan, and RAID Log documentation.
- Identify and drive process improvements to streamline operations and reduce rework across projects and teams.

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).
- 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 sponsorship program from ground up, forging 2–3 partnerships annually with nonprofits, resulting in hundreds of thousands of dollars donated to organizations, thousands of volunteer hours, and countless positive brand impressions.
- Led flagship global virtual events, plus in-person activations like Denver Pride Festival, attended by over 500,000 people.
- 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.

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 Aug 2023 – May 2026

Master of Science in Information Systems (MSIS) | University of Utah Aug 2023 – May 2026

Graduate Certificate in Cybersecurity Management (GCCM) | University of Utah Aug 2023 – May 2026

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

KEY SKILLS

Project Management and Team Leadership: Project Management | Product Management | Design Thinking | Servant Leadership | Cross-Functional Leadership | Strategic Planning | Win-win Negotiating | C-suite Communication

Technical & Analytical: Agentic Full Stack Development | Prompt Engineering | Large Language Model Research & Development | Python | next.js | Tauri Rust | Automation | Cloud Computing | Technical to Business Translation

CERTIFICATIONS, PUBLICATIONS, PROJECTS

Certifications: **Lean Six Sigma Green Belt**
University of Utah | April 2025

Publications: **Maximizing the Educational Investment with a Required Personal and Professional Development Program**
University of Portland | Jan 2018
Co-authored [published article](#) on required undergraduate credit-based professional development programs.

Projects: **MSIS Capstone Project: WorkerBee HIVE Agentic AI Coordination**
University of Utah | October 2025
Research regarding how multi-agent LLM systems can integrate with human reviewers in higher education.

Custom Website + Globally Compliant CRM

Personal project | November 2025

Built from scratch with zero developer background. Three dashboards: Admin, Contact & Consent, Email Control. Features passkey authentication, intelligent custom cookie banners, OWASP security architecture, and a privacy center that meets the world's strictest data regulations.

AI SOC Triage Agent

University of Utah | April 2026

Developed a cybersecurity alert triage engine to reduce alert overload in security operations centers. Received special approval to complete independent study project with leading AI professor Dr. Rohit Aggarwal.