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CONTACT

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EXPERIENCE

Apple

2016 - Present

- **Senior Engineering Program Manager - Apple Pay**
Changing the landscape of payments through innovation enabling customers to pay with their mobile devices in a simple, private, and secure way.

Tilt (acquired by Airbnb)

2014 - 2016

- **Global Head of Customer Happiness**
Led a global support team that delivered happiness to customers in multiple languages, nine countries, and 13 time zones. Proactively made fraudsters unhappy by safeguarding millions of transactions on the platform and preventing chargebacks, money laundering, and identity theft.

Koofers

2006 - 2014

- **Co-founder, Board Member, and Chief Product Officer**
Raised \$6MM+ in VC, grew to over 15 employees, and became the second largest social network behind Facebook on many college campuses with 1MM+ MAUs. Designed and launched multiple products. Generated 125MM+ data points from 500+ universities. Leveraged web scraping, data mining, and ETL processes to gather, parse, and standardize information.

Sprint Nextel

2006 - 2007

- **Network Operations Analyst**
Centralized and analyzed telecom data from various internal network tools and web services.

Symantec

2005 - 2006

- **Software Quality Assurance (QA)**
Created and executed test cases across Windows NT and UNIX (Linux/Solaris) environments.

WebBrainiacs Web Design

2000 - 2006

- **Founder & Lead Developer**
Developed over a dozen websites using HTML, CSS, JavaScript, PHP, SQL, Perl, and ASP.

EDUCATION

Stanford

2014-2015

- **Course: Software Security Foundations**
Studied cryptography, authorization, access control, data integrity, and non-repudiation.

Course: Human-Computer Interaction

Designed technologies that bring people joy, rather than frustration.

Virginia Tech

2004-2008

- **Major: Business Information Technology**
BS in Business Information Technology; Minor in Psychology; Dean's List.

AWARDS

RBTC Entrepreneur of the Year

2014

Top 30 Entrepreneurs Under 40

2011

World Future Society Speaker

2009

Facebook Fund Winner

2008

EXPERTISE

Agile Methodologies 
Mobile Payments 
Customer Support 
HTML, CSS, PHP, SQL 
Swift, Java, C++ 