

Amber Rodgers

Technical Product & AI Operations Professional

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PROFESSIONAL SUMMARY

Forward-thinking product and technology professional with experience spanning artificial intelligence, enterprise technology, Agile project coordination, finance, operations, and entrepreneurship. Experienced supporting enterprise Salesforce initiatives, building and evaluating machine-learning solutions, coordinating cross-functional technology projects, and improving business processes through strategic planning and operational discipline. Known for transforming complex business challenges into clear, scalable solutions by connecting people, processes, and technology to deliver meaningful results.

AREAS OF EXPERTISE

Product & Project: Product strategy, project coordination, Agile, Scrum, sprint planning, stakeholder communication, requirements gathering, process improvement, risk and blocker tracking, documentation
AI & Data: Machine learning, model evaluation, explainable AI, SHAP, fairness analysis, prompt engineering, Python, SQL, data analysis
Enterprise & Operations: Salesforce, digital platforms, Microsoft 365, Google Workspace, finance operations, payroll, trust accounting, workflow design, customer experience
Creative Technology: Audio experience design, songwriting, vocal production, audio engineering and editing, multimedia storytelling, creative direction

PROFESSIONAL EXPERIENCE

Community IT Connections (CITC) Jan 2026–Present

IT Project Coordinator | Agile/Scrum Facilitation

- Coordinate Agile IT project activities, including sprint planning support, task tracking, documentation, blockers, milestones, and delivery follow-through.
- Facilitate communication across technical and non-technical contributors to improve visibility, accountability, and project momentum.
- Apply Scrum principles to help maintain clear priorities, ownership, and continuous improvement.

SNH-AI Sep 2025–Dec 2025

Machine Learning Engineering Intern

- Built, tested, and compared machine-learning models using AI-assisted development workflows, Python, SQL, and large-scale datasets.
- Evaluated accuracy, recall, ROC-AUC, demographic outcome differences, and model behavior using SHAP and explainable-AI methods.
- Presented technical findings and limitations to technical and non-technical audiences.

Accenture Federal Services Jul 2025–Sep 2025

Digital Platforms Intern — Salesforce

- Supported enterprise digital-platform work involving Salesforce operations, documentation, issue resolution, and process improvement.
- Collaborated within an Agile environment across business and technology teams supporting enterprise delivery.

Centific 2025

AI Model Evaluation Specialist

- Evaluated AI model outputs using structured quality methods and delivered detailed feedback to improve reliability and user experience.

Founder & Operations Manager

- Lead strategy, operations, finance, marketing, product development, vendor management, customer experience, and community partnerships.
- Used the business to support The Landing Houston's Food For Freedom fundraiser, benefiting survivors of human trafficking.

GR Birdwell Construction

May 2022–Oct 2023

Payroll

- Processed payroll with accuracy, confidentiality, reconciliation, and cross-functional issue resolution.
- Designed and maintained a weekly project-location tracking sheet that improved visibility into employee assignments across active job sites.

Puyallup Tribe of Indians

Aug 2019–Aug 2021

Representative Payee & Trust Accounting

- Managed representative payee services, trust transactions, client funds, payment processing, reconciliations, and financial records.
- Supported vulnerable adults, children, and elders with budgeting, confidentiality, and safeguards against financial exploitation.

Colville Tribal Federal Corporation

Oct 2018–Jun 2019

Corporate Accountant

- Supported reconciliations, financial reporting, month-end activity, analysis, and accurate cross-functional accounting operations.

Union Pacific Railroad

Sep 2014–Dec 2018

Remote Control Operator / Conductor

- Coordinated safety-critical switching operations, remote locomotive movement, real-time decisions, regulatory compliance, and communication across operating teams.

Yummers Bakery

Oct 2010–Jul 2014

Founder & Owner

- Built a bakery from limited resources into a recognized brand, appeared on Food Network twice, and taught culinary classes at Pacific Lutheran University.

EDUCATION & CREDENTIALS

Western Governors University

B.S., Cybersecurity & Information Assurance
Expected Dec 2027

CompTIA A+ ce Certification (active through Apr 2028)

Google Cybersecurity Professional Certificate

CompTIA IT Fundamentals+ (ITF+) Certification

NPower Cybersecurity Program

Black Hat Scholarship Recipient

SELECTED INNOVATION

Bookself: Immersive product and experience platform.

Nagging Cat: Cat-themed Scrum/Kanban productivity app.

Legacy Pathways: Financial mobility and workforce-readiness program.

AI Sustainability: Responsible, human-centered AI strategy framework.

Explainable AI: Fairness and SHAP-based model analysis.

Original Music & Audio: Custom songwriting, vocals, engineering, editing, and sound design integrated into apps and digital experiences.

VOLUNTEER LEADERSHIP

Food For Freedom - The Landing Houston: Supported the fundraiser and volunteered by preparing and serving meals for survivors of human trafficking and staff.

PROFESSIONAL PHILOSOPHY

I believe the best technology creates opportunity, strengthens communities, and solves meaningful problems. I build with integrity, practical execution, and respect for the people each solution is meant to serve.