

Amaru Palma

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PROFESSIONAL SUMMARY

Cornell Information Science MPS student with a foundation in Engineering Psychology, Computer Science, HCI, and technical operations. Experienced in managing hybrid IT environments, translating ambiguous business requirements into actionable specifications, and aligning cross-functional priorities across technical and non-technical stakeholders.

EDUCATION

Cornell University

Master of Professional Studies in Information Science

Ithaca, NY

Expected Dec 2027

Oregon State University

B.S. in Psychology (Engineering Psychology) | GPA: 3.70

Honors: Phi Beta Kappa, cum laude

Corvallis, OR

Sep 2022 – Jun 2026

SKILLS

Program & Project Management: Agile Methodologies, Cross-Functional Coordination, Technical Requirements Gathering, Workflow Optimization, Stakeholder Management, Human Factors

Technical & Data Tools: Python, SQL, JavaScript, HTML/CSS, R, Git/GitHub, Microsoft 365 (Advanced Excel), Qualtrics

Coursework: Project Management, Human-Computer Interaction, Privacy & Security in the Data Economy, Engineering Psychology, Cognitive Psychology, Psychology of Disability, Computing & Global Development, Research Methods

RELEVANT EXPERIENCE

Office Technology Manager

Center for Healing and Integrative Medicine

Aug 2024 – Jun 2026

Eugene, OR

- Served as sole manager for clinic-wide technical infrastructure, overseeing hardware, software deployment, and network reliability across hybrid Windows/Mac environments.
- Automated billing and financial reporting workflows through advanced Excel models, cutting data reconciliation discrepancies and manual audit time.
- Directed digital operations across 4 web and social platforms, collaborating directly with executive leadership to prioritize updates and operational needs.

Freelance Technology Consultant

Self-Employed

Oct 2025 – May 2026

Eugene, OR

- Consulted with small-business stakeholders to identify operational bottlenecks, evaluate commercial software solutions, and deploy IT tools within budget and timeline constraints.
- Conducted system security and workflow assessments to mitigate operational risk for non-technical users.

Payroll Technician

Simply Mindful Counseling

Jan 2025 – Aug 2026

Plymouth & Bloomfield Hills, MI (Remote)

- Audited and reconciled high-volume payroll and billing datasets for cross-platform client management systems.
- Standardized data handling procedures for multi-location operations across 8+ interdependent Excel sheets.

Research Assistant

Attention and Performance Lab, Oregon State University

Oct 2024 – Mar 2025

Corvallis, OR

- Developed technical implementation for human-system interaction studies, translating abstract functional requirements into executable code using Qualtrics and PsyToolkit.
- Coordinated version control and codebase collaboration across team members using GitHub to ensure deployment consistency and data integrity.
- Managed project governance and regulatory compliance, including IRB applications and ethical certification.

ACTIVITIES & LEADERSHIP

Competitive Esports – Destiny 2

Jun 2024

- Placed 68th out of 213,000+ teams globally (Top 0.03%) in a 48-hour multi-phase strategy and puzzle event (<0.4% overall clear rate); coordinated real-time strategy and split-second problem-solving across a 6-player team.

Chapwititi – Zimbabwean Marimba Ensemble | Performing Musician

2019 – 2024

- Performed professionally at events across the Pacific Northwest; toured Zimbabwe with the ensemble in Dec 2023.