

CONTACT

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-  [Linkedin.com/in/FLohPiano](https://www.linkedin.com/in/FLohPiano)

SKILLS: UNIVERSAL

Highly Adaptive Education Method
Polymathic Creativity
Root Cause Analysis
Agile Solutions Engineering
Cross-Disciplinary Communication
Accessibility Design
Process Optimization
Project/Event Management
Conflict Resolution
Data Analytics
Public Speaking

SKILLS: TECHNICAL

SAP S4/HANA

SQL

Python

Tableau

Microsoft Office Suite

Google Drive Suite

OBS



EDUCATION

Data Science with Tableau

Unique System Skills LLC

M.M. Piano Performance

West Chester University of PA

B.M. Piano Performance

West Chester University of PA

CERTIFICATIONS

Google Data Analytics Certification

Coursera.org

Nationally Certified Teacher – Piano

MusicTeachers Nat'l Assoc.

Six Sigma White Belt Certification

Six Sigma Council

FELICIA LOHIDAJAT

EXPERIENCED EDUCATOR | SYSTEMS DESIGNER | PROCESS ARCHITECT

Detail-oriented solutions engineer with a passion for understanding and optimizing systems, using a wide variety of experience in corporate and consulting environments. Skilled in optimizing processes while applying rigorous precision to create new systems and imparting thorough understanding across various disciplines and backgrounds. Recognized as a consistent top performer, fast learner, and strategically agile trainer.

EXPERIENCE

► GAME & SYSTEMS DESIGNER, UI/UX ARCHITECT

SYMBOL ZERO

SINCE MAR 2024

- **Educational + curriculum designer** for classroom-compatible multiplayer platform
- Refining systems & structures designs in a wide variety of virtual tools and games
- Designed foundational structure and detailed concept of cutting-edge, prototype showcase XR projects for Google and Apple, integrating unique generative cloud AI

► TECHNICAL PROCESS ENGINEER

SIEMENS HEALTHINEERS

JAN 2022 – MAR 2023

CROSS BUSINESS CRM SUPPORT/MANAGEMENT

- **Created new documentation** clarifying & solidifying the access request flow.
- **Requirements Engineering for Access Automation Design, projected to save over \$1mil per year.**
- **Trained and Managed** complex data migration team.
- Contracts management in **SAP**.
- Clean up & restructuring of existing data for new purpose.

CS MIGRATION TO CPQ CRM AND HYPERCARE [TRANSITION ASSISTANCE]

- **Lead Supporting Level 1 Technician** of Hypercare Program, supporting sales reps transition to new CRM during FY2023 Q1-Q2, including troubleshooting, issue escalation, bug reporting, and data alignment using ServiceNow.
- **Facilitated and supplemented training** for Hypercare teammates.
- Coordinated daily **troubleshooting triage calls** w/ business partners & process owners.
- Compiled & communicated **weekly reports** of trending issues & success statistics.
- Received several awards for consistently exceptional performance

► IT SUPPORT, WEBMASTER

VARIOUS MUSIC STUDIOS & ORGANIZATIONS

MAY 2014 – DEC 2023

- **Redesigned website and supported IT troubleshooting** for music teacher orgs; successfully trained many **tech-resistant members** to learn & use new resources.
- Enabled local organization to **make meetings accessible** via hybrid attendance by advising on **audio technology** setup and **streaming/recording software**.
- Piano Festival Chairperson: **project management** for large scale event coordination for hundreds of participating students, aligning logistics, coordinating **highly complex scheduling demands**, and served as last-minute fill-in for high-level event judging

► PIANO TEACHER, PIANIST

FLOHPIANO [SELF-EMPLOYED]

SINCE JAN 2014

- **Nationally Certified Teacher of Music:** piano training designed to provide students with **greatest musical independence and understanding**, exercising **extremely responsive problem solving**, attention to detail, **flexible process** adapted to each student's abilities, exhibiting physical/psychological techniques' **practical applications**
- **Classical training foundation** adapted to **cutting-edge psychology research:** teaching method focuses on **"practical piano playing"**
- Permanently **remote instruction** with **uniquely optimized technological setup**.
- Pursuing **continuous advancement** of pianistic skills through active performance.