

GABRIELLE THOMPSON

MANUFACTURING IT / DIGITAL MANUFACTURING / TECHNOLOGY LEADERSHIP

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gabrielledthompson.com

PROFILE

Manufacturing IT and technology leader with experience in enterprise systems, infrastructure, software engineering, laboratory systems, and high-volume manufacturing. Combines hands-on engineering with operational leadership to translate production requirements into reliable technology solutions. Leads IT operations, budgeting, capital projects, and production-critical applications.

CORE CAPABILITIES

Leadership: IT budgeting, capital projects, people leadership, change management

Manufacturing: ERP integration, inventory/WIP, shop-floor systems, process monitoring

Engineering: C#, WinForms, SQL, ETL, data migration, relational design

Platforms: SQL Server, PostgreSQL, Access, Power BI, Power Automate, SharePoint, ServiceNow

PROFESSIONAL EXPERIENCE

Information Technology Specialist

Yamaha Jet Boat Manufacturing | 2024 - Present

- Lead manufacturing IT operations supporting ERP, infrastructure, production-critical applications, inventory, WIP, production tracking, and financial workflows.
- Manage the IT budget, lead capital projects, and supervise one direct report while coordinating production requirements and operational coverage.
- Redesigned and optimized SQL-based BOM and inventory uploads, substantially reducing processing time and improving the operational data-upload workflow.
- Architected near-real-time manufacturing weight monitoring using barcode-scanned work orders, connected scales, immediate label printing, SFTP, SQL Server, Power BI, and Power Automate.
- Partnered with product engineering to establish process thresholds; implemented early-warning alerts through Teams and email and escalation of out-of-spec conditions.
- Redesigned purchase-requisition and receiving workflows with Power Automate and SharePoint, including status updates, exception reporting, reminders, and packing-slip distribution.
- Designed a ServiceNow management dashboard and developed user-portal training; coordinate testing, deployments, troubleshooting, and durable countermeasures across departments.

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EXPERIENCE & TECHNICAL FOUNDATION

Information Technology Software Engineer

Protean Instrument - Nuclear Instrumentation & Laboratory Systems | 2022 - 2024

- Led migration of legacy Microsoft Access databases to PostgreSQL, including schema redesign, parsing and transformation, validation, and performance optimization for reporting and laboratory-system use.
- Developed and supported software integrated with Laboratory Information Management Systems, instrumentation, laboratory equipment, enterprise platforms, and backend databases.
- Authored standard operating procedures for a new product line and modernized legacy laboratory equipment during customer installations, bringing new equipment online within 48 hours.
- Partnered with stakeholders on requirements, deployments, data quality, and client-facing technical issues through root-cause analysis and long-term remediation.

Machine Operator

DENSO | 2016 - 2022

- Supported high-volume automotive manufacturing governed by production schedules, inventory accuracy, quality requirements, and real-time system data.
- Troubleshoot equipment and production issues while building firsthand knowledge of inventory movement, production data, and continuous-improvement practices.

People Department Manager

McDonald's | 2014 - 2016

- Managed recruiting, training, performance evaluations, scheduling, and staffing; coached associates and coordinated resources to meet operational and customer-service needs.

EDUCATION & CERTIFICATION

Master of Science, Information Technology Management

Colorado State University Global | 2024 - 2025 | Focus: Project Management

Bachelor of Science, Computer Science

Colorado State University Global | 2019 - 2023

ServiceNow Certified Professional

TECHNICAL TOOLKIT

Data & development: C#, VB.NET / WinForms, SQL Server, PostgreSQL, Microsoft Access, SQL, scripting, ETL, schema design, query optimization

Systems & analytics: QAD / ERP, Power BI, Power Automate, SharePoint, ServiceNow, LIMS, KPI reporting

Infrastructure & operations: Virtual servers, backup/recovery, barcode integration, connected equipment, SFTP, testing, deployments, SOPs, training