

FRANKIE SCHROEDER

262 Eliane Hills, New York, NY • +1 (555) 779 4366

WORK EXPERIENCE

SENIOR DATABASE SUPPORT

09/2015 - PRESENT

Phoenix, AZ

- Maintain and update department internet sites
- Manage databases for various education, financial, budget analysis, productivity and performance reporting
- With direction of content experts and education coordinators, create web courses, class templates and classes for educational opportunities
- Build Access databases at the request of PALI management or education coordinators
- Provide department staff support for HealthStream, Microsoft Office, Access, Publisher and other database questions
- Create and maintain PALI websites on the Intranet
- Analyzes the customer’s existing products/processes and consults with customer to map existing system to the JHA product
- Communicates the customer's needs/expectations with programmers, other team members, and team leader
- Maintains effective communication with customer throughout entire project/case

DATABASE SUPPORT ANALYST

03/2011 - 08/2015

Chicago, IL

- Maintains records by documenting process changes and revisions using Dell Kace
- Communicate support and enhancement information with business users
- Identify vulnerabilities and opportunities for improvement in all areas of prepaid processing
- Book rooms/space needed in database for events, as needed or requested by team members
- Perform audit of contract folder in database to ensure all pertinent documents are imported
- Prepare quotations for center space and room blocks, along with appropriate collateral, as necessary
- Prepare internal paperwork for rental discounts
- Mobilize fast response & resolution of production/client issues in co-ordination with Client Services, Operations, Product and Technology Teams

CRM DATABASE SUPPORT INTERNSHIP

06/2008 - 02/2011

Dallas, TX

- Identifies/maintains customer issues and ensures proper resolution. Maintains customer issue list by application and ensures all are forwarded to the appropriate personnel for resolution
- Prepares training materials and documentation for customers and internal users
- Responsible for production support of prepaid systems including
- Ensuring all processor files are received in the anticipated timeframes
- Ensuring all files are processed in a timely manner
- Ensuring all processing issues are identified and resolved
- Creating problem and enhancement tickets in the Dell Kace ticket tracking system

EDUCATION

THE UNIVERSITY OF KANSAS

2002 - 2007

Engineer's Degree in Education

PROFESSIONAL SKILLS

- Strong computer skills including a well-rounded working knowledge of database(s) and system(s); Microsoft Office with a strong skillset within Excel
- Strong problem solving skills, can-do attitude and good multi-tasking skills
- Proven strong people skills and the ability to plan, lead, and manage multiple competing complex projects
- Strong documentation skills: requirements; technical; meeting minutes; project plans
- Years of experience: 2+ years proven experience developing MS Access databases
- Demonstrated experience with implementing and supporting the products related to ERP applications
- Good Analytical reasoning skills and lateral thinking capability