ARMI LAWRENCE
email: armi.avelino@gmail.com
GitHub: https://armilawrence.github.io/Bootstrap-Portfolio/

QUALIFICATIONS
Smart, analytical, outgoing, effective manager, critical thinker, self-starter

SKILLS
- CRM Systems: Goldmine, Microsoft Dynamics, PeopleSoft, Citrix Clarify, Salesforce
- Microsoft Stack: Excel, PowerPoint, Word, Visio, SQL Server Management Studio, SQL Server Integration Services, Report Builder, SQL Server Reporting Services
- Databases: SQL Server, MySQL, Firebase, MongoDB
- Programming: T-SQL, HTML5, CSS3, JavaScript, Python, PHP
- Frameworks: Bootstrap CSS, RESTful API integration, Handlebars, MVC framework, ORM
- Libraries: JQuery, React.js, NPM Libraries
- Tools: CozyRoc, Heroku, GitHub, Business Objects, Node.js
- Soft Skills: People/team management, written and spoken communication, conflict resolution
- Languages: English and Filipino (Tagalog) fluently

WORK EXPERIENCE
ServiceSource International

Manager, Data Services - North America Region   **November 2018 - Present**
- Manage team of six data professionals from Denver, Nashville, and remote sites
- Project and Case management, escalations, code and project reviews
- Coach Data Specialists and Engineers with efficient ETL development, database query writing and troubleshooting

Data Analyst/Engineer   **January 2013–October 2018**
- Develop ETL solutions through SQL Server and SSIS that process client provided data
- Support multiple sales teams with incremental data loads, ad-hoc database updates, and analysis
- Document and review business requirements, design mapping, and process flows for implementations and expansions
- Review and analyze client provided and internal data to ensure data quality, reconciliation and audit compliance
- Meet with external or internal project teams to analyze needs and create process efficiencies
- Traveled to Manila, Philippines to onboard two new hires on company culture, tools and processes, expectations

EDUCATION
Bachelor of Arts in History, Minor in City Planning, University of California, Berkeley   2002-2006

CERTIFICATIONS
- University of Denver Full Stack Coding Boot Camp   2018-2019
  - Part-time student in rigorous six-month program that incorporates frontend and backend technologies
- Management and Strategy Institute
  - Six Sigma Green Belt Certified (SSGBC)™

PROFESSIONAL DEVELOPMENT
Pluralsight – Completed Training Courses:
- Introduction to SQL Server, Microsoft MTA: Database Administration Fundamentals, SQL Server 2012 Querying

Corporate Training courses:
- Managing Your Team, Interview Skills, Emotional Intelligence

Futurelearn
- Data to Insight – University of Auckland, New Zealand

Udemy
- Salesforce Administration Certification (certification test not yet taken)