

## ARMI LAWRENCE

4818 Crystal Street Denver, CO 80239 (310) 803-0615

Email: [armi.avelino@gmail.com](mailto: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, SQL Server Management Studio, SQL Server Integration Services, Report Builder, SQL Server Reporting Services
- Databases: SQL Server, Firebase
- Programming: T-SQL, HTML5, CSS3, JavaScript, JQuery
- Tools: CozyRoc, Bootstrap CSS, RESTful API integration, Business Objects
- Soft Skills: People/team management, email writing, conflict resolution
- Languages: English and Filipino (Tagalog) fluently

### WORK EXPERIENCE

#### ServiceSource International

##### Manager, Data Services - North America Region

November 2018 - Present

- Manage 3 Data Specialists and 3 Data Engineers from Denver and Nashville cities
- 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

##### Sales Manager

January 2012–December 2012

- Successfully led team transition from San Francisco location to Denver; maintained client satisfaction while operating in two locations
- Effectively managed six sales representatives in three distinct client business sectors, leading to team quota fulfillment
- Coached reps with high performance sales tools, territory reviews, time management, and pipeline management
- Analyze closed sales, create revenue forecast, generate revenue and commission accruals, and invoice client
- Trained and certified sales reps and sales operations specialists on processing quote requests, entitlement verification, and quote building

##### Senior Sales Support Coordinator

February 2010–December 2011

- Processed renewal requests and created renewal quotations
- Traveled to Kuala Lumpur to train ten new sales support team members with the client's manual quoting process and served as the point of contact regarding quoting questions

## ARMI LAWRENCE

4818 Crystal Street Denver, CO 80239 (310) 803-0615

Email: [armi.avelino@gmail.com](mailto:armi.avelino@gmail.com)

GitHub: <https://armilawrence.github.io/Bootstrap-Portfolio/>

- Managed fourteen data entry specialists in entering contracts in client's Citrix CRM
- Set up specialist's daily quotas and used data entry logs to forecast project completion
- Analyzed entries to ensure data entry quality

### Senior Sales Representative

October 2007-September 2009

- Managed client's direct, strategic, and channel accounts for maintenance renewals, with an 83% renewal rate in the channel business and closed over \$15 million in channel, direct, and strategic accounts
- Consistently hit over 100% of quota goals every quarter

### Academy of Art University

June 2006-October 2007

#### Financial Aid Representative

- Counseled students and parents with information in regards to federal and private-alternative financial aid
- Monitored students' financial aid status, contacted students with incomplete financial aid files
- Awarded, prorated, and cancelled student loans in PeopleSoft per students' eligibility or request
- Processed and distributed refund checks to financial aid students
- Certified students' private alternative loan applications and performed credit checks through the Department of Education's Common Origination and Disbursement website

### AWARDS

- Employee of the Month (Data Services) April 2014, Jan. 2015, (Selling Services) Aug. 2008
- Winner of STARS competition for Q3 2008, Q2 2009, Q3 2010, and Q2 2011

### 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 (In Progress) 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)<sup>TM</sup>

### 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)