

ASHLEIGH CHATMAN

Mebane, NC

Phone: 919-207-8201 | Email: Ashleighjg@gmail.com

LinkedIn: <https://www.linkedin.com/in/ashleigh-chatman-688327186/> | GitHub:

<https://github.com/Ashleighjg>

SUMMARY

Data-centric operations professional with 8+ years of experience in data management, process automation, and operations strategy. Proven success in optimizing data workflows, building scalable systems, and ensuring data integrity across multiple platforms. Adept at creating data governance programs and automating workflows. Proficient in full stack web development, with experience in JavaScript, HTML, CSS, and SQL. Strong analytical mindset with a passion for building global-scale solutions that deliver actionable insights and enhance decision-making.

TECHNICAL SKILLS

Full Stack Development: JavaScript, HTML5, CSS3, Node.js, React, MongoDB, Express.js

Database Management: SQL, Oracle, MongoDB

CRM & Automation: Salesforce Development, API Integrations, Workflow Automation

Business Intelligence: Tableau, Excel (Advanced), Qualtrics

Project Management: Agile, Jira

Web Technologies: Coveo, DOM Manipulation, JSON

Process Improvement & Automation: Root Cause Analysis, Data Profiling, Data Analysis

EXPERIENCE

Support Operations Manager (Associate)

2021 – 2024

N-Able Technologies

Morrisville, NC

Supported Sales and Partner Success departments by maintaining data integrity, driving process improvements, and facilitating communication across IT and leadership for efficient issue resolution.

Key Accomplishments:

- **Spearheaded Salesforce automation projects and data governance program** to meet business objectives, reducing manual account assignment efforts by 48% through the development of automations, API integrations, custom workflows, and triggers, saving 30+ hours of time resources per month.
- **Developed a data enrichment strategy**, enhancing data integrity and ensuring synchronization between Salesforce instances and peripheral systems, resulting in a 25% increase in data reliability. Implemented process controls to ensure adherence to data standards, conducted regular assessments and audits of Salesforce account allocations, developing improvement plans to maintain data accuracy and quality.
- Collaborated with cross-functional teams in Marketing, Business Operations, and Finance, acting as an account data **Subject Matter Expert** to ensure a clear understanding of critical data points and provide actionable insights.

Knowledge Analyst
N-Able Technologies

2021 – 2021
Morrisville, NC

Supported the **Voice of the Customer Program** by analyzing customer feedback and creating Tableau reports for stakeholder insight.

Key Accomplishments:

- **Built automated reports and dashboards for data visualization** using Tableau and Qualtrics, which improved reporting accuracy by 25% and provided insights into key business trends, enhancing decision-making for partner success teams and facilitating faster communication with stakeholders.
- **Provided data enrichment strategies** by producing reports and generating ad-hoc analyses, identified trends and patterns in complex data sets to address specific business requirements.
- **Created a data governance framework** for collecting and analyzing customer feedback from social media platforms, reducing feedback processing time by 19% through improved data workflows.

Data Management Specialist
CISCO Systems through Infosys BPO

2015 – 2020
Morrisville, NC

Drove automation for sales crediting by identifying and mitigating sales data discrepancies.

Researched sales crediting issues using Salesforce, Tableau, Pega, MBR, SAP BO/BI (Business Objects/Intelligence).

Key Accomplishments:

- Functioned as **Lead proxy approver for Canada segment**, approving or rejecting any sales crediting claims submitted against a Canada based sales node.
- As part of the internal **CX (customer experience) team**, I helped to develop, more efficient system for optimizing overall field satisfaction by 3% through better visibility of sales data and improved reporting.
- Acted as the **Salesforce Subject Matter Expert (SME)**, leading cross-functional workshops and data-sharing initiatives to improve the understanding and usage of sales data across departments.

EDUCATION

Full Stack Web Development Boot Camp Certificate :

University of North Carolina at Chapel Hill, Chapel Hill, NC

Expected Completion: November 2024

- Comprehensive and intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS, API Development, and Responsive Web Design.

Bachelor of Science: Business Administration, Concentration in Information Technology:

North Carolina State University, Raleigh, NC

Graduated

- Minor in Accounting