Andrew Ahern

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PROFILE
Business major/Finance concentration with a passion for technology and problem solving. Team leadership experience and collaborating with others to accomplish goals. Analytical, with excellent written and oral communication skills.

EDUCATION
California State University East Bay, Hayward, CA
BS Business Administration, Finance Concentration
May 2021
  GPA 3.34, Pioneer Leadership Certificate

College of Alameda, Alameda, CA
AS Business Administration
May 2019
  GPA 3.43, Academic Honor Student Fall 2018-Spring 2019

RELEVANT KNOWLEDGE, SKILLS AND TRAINING
Leadership, Detail Oriented, Reliable, Critical Thinking, Scripting/Querying, Automation, Software Configuration, Administration and Operations
Technologies: MS Office Suite, Python, SQL, Zoho, Salesforce, CRM/ERP; Mac and PC platforms

WORK EXPERIENCE
Studylog Inc., South San Francisco, CA   August 2019-November 2019
IT/Technical Support
- Took ownership of rollout of CRM migration, as well as documenting best practices.
- Implemented integrations with Outlook and Slack to centralize team communication and track customer communication and history.
- Led weekly support meetings to distribute long term and ad-hoc issues to other team members.
- Quickly learned the company software and usage of third party hardware to provide remote and on-premise customer support.
- Implemented data backup and asset tracking practices to minimize risk of fiscal or labor loss.

Oakland Distributing Company, Oakland, CA   December 2017-August 2019
Facilities and Operations Manager
- Assisted in the startup of a Business-to-Business sales and delivery company, including new and rapidly changing industry regulations and guidelines.
- Developed operational procedures to minimize waste, such as driver waiting times during deliveries.
- Tracked and maintained company owned and leased vehicles, as well as expenses and reimbursements.
- Developed, trained, and enforced internal workflow, minimizing unit costs.

Biscom Inc., Chelmsford, MA   September 2014-February 2017
Network Operations and Support Engineer
- Assisted network and system engineers in integration and configuration of enterprise servers.
- Worked in 24/7 NOC utilizing Python and SQL to develop web based reporting and dashboards, enabling drastically more responsive and robust service.