

Andrew Ahern

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- 10+ years of software experience, including writing in languages like Python and SQL.
- Exceptional Salesforce, MS Office (including VBA), and QuickBooks skills.
- Reputation for analytical thinking and problem solving.
- Industry experience includes supply, shipping/logistics, financial services, telecommunications, software development, and biotechnology.

EDUCATION

California State University East Bay, Hayward, CA *BS — Business Administration — Finance*

Anticipated Graduation June 2021

EXPERIENCE

Studylog, Inc, South San Francisco, CA — IT/Technical Support

August 2019 - November 2019

- Developed deep product knowledge of company software
- Field customer calls and emails and solved issues or escalate as needed
- Document and communicate status of issues and projects to customers and colleagues
- Travel to customer locations for installation, upgrades, and device configuration
- Desktop and Server support, Networking, Asset Tracking and Imaging.
- Documenting customer facing Knowledge Base articles, as well as internal procedures

Oakland Distributing Company, Oakland, CA — Facilities and Operations Manager

December 2017 - August 2019

- Assisted in new startup with business-to-business sales and delivery
- Cooperatively developed operational processes and infrastructure
- Kept track of vehicles and maintenance, as well as expenses and driver reimbursements
- Supported drivers throughout the pickup and delivery process
- Developed and trained sales and purchasing workflows and practices.

Biscom, Chelmsford, MA — Network Operations and Support Engineer

September 2014 - February 2017

- Developed Python and SQL based tools
- Provided cloud and on-premise server support to network and domain administrators
- Assisted administrators with various services:
 - DNS and port forwarding
 - SMTP, Microsoft Exchange, and IIS configuration
 - User and group based permissions and policies
- FoIP/VoIP Technology: t.30, t.38, SIP

Boston Technologies, Boston, MA — *Trading System Operations*

May 2014 - July 2014

- Forex, Metals, and Derivative Contracts (CFD)
- 24/5 support to brokers
- Monitored containerized data feed, trade, and liquidity systems
- Used SQL to investigate order executions
- Troubleshoot networks and systems

Carrier Store, Maynard, MA — *Software Developer*

July 2013 - March 2014

- Salesforce.com Development:
 - Apex, Java
 - SQL
 - Javascript/jQuery
- Enforced Test Driven Development
- Rewrote Unit Tests to properly test code

Wayland Millwork, Marlborough, MA — *Office/Operational Manager*

September 2012 - July 2013

- Order Entry, Processing and Quality Assurance
- Estimates and material ordering
- Inventory Management
- Systems operation and office IT

VOLUNTEER WORK

California Primary Election— *Poll Worker*

June 5, 2018

Assisted in remote precincts by moving between different locations within the county. Helped with the division of labor to make up for non-showing workers. Handled escalated issues, like voters being missing from rosters.

Sports Car Club of America, New England Region — *Director*

Summer 2017

Sat on a ten member board of a 2,500 member chapter of a nationwide amateur racing non-profit. Main issues dealt with were budgeting, event planning, scheduling, and membership outreach and recruitment

Citizens' Initiative Review (Civic Pilot Project) — *Voter Panelist Volunteer*

August 25, 2016 - August 28, 2016

Took part as a group of 20 voters in a pilot project designed to help voters better understand ballot questions. Participated in group critique of advocates, opponents, and independent experts to create a single statement to be mailed to voters in advance of the election. Additionally provided testimony in Spring 2017 to Massachusetts legislators in support of bill making process permanent.