

Andrea Danielski-Pfafflin

Experience

2018 - Present Leo Media Las Vegas, NV

Project Manager

- Coordinated client communications to maintain project tracking & organization
- Analyzed SEO and social media data in order to effectively distribute resources
- Created proposals that effectively turned into contracts with clients
- Performed client acquisition
- Standard operating procedures

2017 - 2018 River Dogz LV Tours Las Vegas, NV

General Operations Manager/Marketing & Brand Manager

- Provided a safe, educational environment for clients
- Spearheaded successful social media marketing campaigns that resulted in direct customer booking
- Handled scheduling for all employees
- Engaged with any customer complaints and skilled in de-escalating situations
- Communicated with vendors and handled B2B coordination
- Maintained current safety regulations and certs in accordance to State and insurance laws

2015 - 2016 Caesars Entertainment Las Vegas, NV

Systems Analyst

- Pioneered all training, operational and technical support manuals for check-in kiosks
- Trained individual employees on troubleshooting and set up
- Installed hardware and software
- Provided timely support on call and troubleshooting in person
- Created workflows for ticketing support system
- Created standard operating procedures for support

Technical Analyst

- Monitored all AS/400 systems, message and print queues.
- Provided support on the Help Desk phone line.
- Provided support for all locations on hardware and software issues.
- Logged all calls and requests into the tracking system. Escalated unresolved calls to appropriate IT personnel.

2008 - 2015 SCA Tissue Neenah, WI

Service Desk Specialist/Technical Analyst

- Provided technical support of software and hardware as related to SCA applications through email, phone and remote access.
- Created and updated user accounts for a multitude of systems.
- Assisted with the development and implementation of end-user training and documentation.
- Created introduction training materials for Office 2010.
- Created and updated technical documentation for use by Service Desk Specialists.
- Responsible for ordering new and replacement cellular devices as well as analyzing the monthly account billing for overages and discrepancies

2007 - 2008 Wisconsin Wireless Communications Little Chute, WI

Technical Support Specialist/Systems Analyst

- Provide technical and desktop support as well as all software, hardware, and IT related requests for the entire company.

- Assisted and consulted on layout of company web sites.
- Leader of design, creation, and provided training company wide for all new software.
- Responsible for set up and installation of all new pc's, printers, palms, pocket pc's, and other miscellaneous hardware.
- Handled all technical and customer service related issues over the phone and through email.
- Responsible for creating daily and weekly backups of all systems and servers as well as recovery of needed data.
- Maintained all servers, related hardware and software.
- Performed remote installations of all software for customers.
- Assisted with testing of software prior to release and reporting and testing of all software related bugs and functionality issues.
- Provided on call support for after-hours system maintenance and end-user support.
- Provided custom programming of new and existing network monitoring systems.

2006 - 2007

Dimensional Insight

Green Bay, WI

Systems Analyst

- Provided technical support of software and hardware as related to DI applications
- Assisted with testing of software prior to release.
- Performed remote installations of all software for customers.
- Reported and tested all software related bugs and functionality issues.
- Project lead for assessing and choosing new software for web conferencing and remote support.

2005 - 2006

Noiz n Toyz

Appleton, WI

Owner

- Performed installation of all category 5 data cabling, network jacks and phone lines for business.
- Set-up wireless network.
- Performed installation and sales of mobile audio and video equipment.
- Responsible for all accounting and day-to-day financial activities including inventory.

2001 - 2005

State Collection Services, Inc

Madison, WI

Programmer/Analyst/Master Data Admin/Data Architect

- Lead designer and developer of company intranet web site.
- Assisted with design, maintenance and continued development of company website.
- Provided technical lead for many infrastructure improvement projects.
- Maintained FACS (propriety software), dialer, IVR and related processes to efficiently aid the organization in its informational needs.
- Supported the entire organization (i.e., management, collections, EBO, sales, client services, business support, and new business specialists staff) in the use of Enable, report writer, and tactic applications within FACS.
- Managed, analyzed and completed 85-90 percent of all IT Requests, System Incidences, and Continuous Improvements assigned to Information Systems.
- Developed, implemented, documented and monitored system applications to ensure data accuracy, security, and legal and regulatory compliance.
- Responsible for the design, development, coding, testing, and maintenance of all tactics throughout the FACS system for the entire company. Assured adherence to all FDCPA, FCRA, HIPAA and applicable laws with the use of tactics, while supporting and maintaining data and account flow, and correcting all related issues.
- Designed, developed, tested and maintained special reports with the use of FACS, Excel, Access, SQL and VBA.
- Tested all system changes and updates on multiple platforms prior to implementation for production.

- Provided company wide desktop support by answering all questions in person, by email, and over the telephone. Implemented corrective action to alleviate end user issues related to system, dialer and account flow by using FACS, Excel, Access, SQL and VBA.
- Supported the auto email process by ensuring the daily email systems ran correctly.
- Responsible for the development and implantation of an automated process for the daily auto email process, which eliminated daily support due to system notification to users of any and all problems as well as actions needed to correct issues.
- Participated in the design and implementation of the Information Systems Disaster Recovery Plan.
- Supported computer operation scheduling, backup storage and retrieval functions.
- Provided computer system maintenance and backup to all Information Systems staff (i.e. networking and security).
- Attended continuation training in FACS and related software to increase competency.
- Monitored system logs to trouble shoot problems through the use of Microsoft System Tools and FACS System Tools.
- Provided on call support for after-hours system maintenance and end-user support.
- Responsible for write-up of PPMS non-conformities and client issues as discovered.
- Participated in weekly management meetings of all departments, which included new clients to keep systems updated to the needs of the business.
- Using FACS, Excel, Access, SQL and VBA designed and implemented the automation processes for all facets of the company which aided in eliminating overtime and provided an additional 60+ man hours per week for client concentration.
- Designed customer account flows through the use of Content Extractor, FACS, Excel, Access, SQL and VBA to seamlessly merge all forms of master data into the company database and account flow.
- Designed and developed a company intranet site with use of DHTML, XHTML, HTML, Unix/Linux and E-Groupware.
- Managed the development, design, implementation, installation, maintenance and operation of the FACS system and all related processes.
- Maintain user account access, rights, and security including access to software and network system resources.
- Provided troubleshooting, repair, setup, and configuration of all computers, peripherals, and telephones.
- Setup all new computers and printers throughout the company.
- Installed category 5e data cabling and network jacks.
- Relocated computers, printers, and other related hardware as needed.
- Installed, implemented and tested hardware and software upgrades.

Client Services Customer Service Representative

- Manually and electronically entered new accounts and ensured data integrity
- Provided customer service for clients
- Manually and electronically entered customer payments for clients
- Designed and implemented database for tracking new business accounts for all clients

EBO Customer Service Representative

- Performed third-party collections in the HVT department
- Perform first-party collections and other customer service duties via inbound and outbound calls
- Process daily file for payment and adjustments, collector change reports, cancels, and electronic new business
- Perform weekly reconciliation including balancing accounts and manually listing accounts
- Perform daily balancing of accounts and skip tracing

Education

2003	Associates in Science – Computer Information Systems Herzing College Member of Deans List	Madison, WI
2004	Bachelors of Science – Information Technology Management C.I.S Herzing College Member of Deans List	Madison, WI

Related Skills

Microsoft Office 2000/XP/2003/2007/2010, Word, Excel, Access, PowerPoint, Outlook, SharePoint, FrontPage, Ontario FACS, Artiva HC, Visual Studio, Active Directory, Lotus Notes, User Security, IRISnGen, Adobe Photoshop, Adobe Acrobat, Apple Hardware and devices, MAC OS, MAC iOS, Cisco, Norton Utilities, Dreamweaver, Crystal Reports, Symantec Antivirus, McAfee, VB.net, Visual Basic, Java, Javascript, Mobile Device Management Servers, Visual C++, HTML, FACS, XHTML, Content Extractor, UNIX/Linux and Windows OS and Server(95, 98, ME, NT, 2000, XP, and Vista). Ability to install, connect and splice all types of structured cable. Familiar with SAP, WITS and MES.

Certifications

ITIL v3 Foundations, Wilderness First Aid, CPR/AED

References

Craig Stewart	608-438-1407
Sarah Headly	608-217-4833
Danielle Gaccione	702-813-8703