

John Joseph Shields

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Education/Skills

- Project Management
- Strategic Planning
- Electronic Data Analysis
- Research & Integration
- Customer Satisfaction
- Social Media Management
- Website Management
- Database Management
- Data Analytics
- EMT Certification
- Currently in school at Northwestern University for web development

Work Experience

Database Administrator, Smith Research Inc.

April 2016-Present

- Responsible for entire consumer database - Maintain accuracy of respondent profiles by converting new additions to permanent database participants, checking for and eliminating, when necessary, duplicate profiles. Update respondent information, when requested. Create different user roles within the database to help with organization and condense and eliminate roles that are no longer necessary. Set up projects and pull lists to ensure jobs are completed efficiently and successfully. Import, sort and de-duplicate client lists, when received. Add additional profile information through html coding within profile grids to develop a detailed database to help us with future studies.
- Create electronic surveys, distribute to database, analyze results, and provide qualified leads to recruiters.
- Provide support for potential market research respondents by answering various questions related to the company, ongoing studies, and various technical difficulties.
- Provide tech support for other employees within the company by setting up and troubleshooting computers and helping with database-related questions.
- Manage all company social media accounts through posting surveys, creating advertisements, responding to any customer questions or concerns, and generally maintaining the page.
- Manage the company Google page by updating information, pictures, and responding to customer questions and concerns to ensure the most up-to-date and accurate information.
- Created a new company website and now responsible for updating, maintaining and analyzing website traffic using Google Analytics.
- Wrote and distributed database "how to" guides to company employees.
- Responsible for managing and decision-making regarding new digital marketing ventures, including geofences, Google Ads, and Facebook advertising.

Administrative Assistant, Burke Burns & Pinelli, LTD. **October 2015-April 2016**

- Facilities Manager – Ordered supplies, backed up server daily and monthly, delivered official documents to courts and clients. Spindled and filed court documents daily at Daily Plaza, paid fines for clients at the city of Chicago Central Hearing Facility.
- Records Manager – Managed and organized onsite and offsite records.
- Billing Editor – Made edits daily for client billing.

Assistant Director, Allied Barton 70 West Madison **February 2014-Oct 2015**

- Organized scheduling and payroll
- Maintained a safe and secure environment for customers and employees by establishing and enforcing security policies and procedures; supervising the security guard force
- Performed audits of security related performance and conducted physical surveys of premise security, including security equipment condition.
- Performed arranged and supervised executive protection, includes working with United States Secret Service and other various private security details.
- Prepared reports for management team relating to internal investigations of any losses or violations.
- Developed preventative security programs, including the supervision of security personnel.
- Initiated personnel actions such as recruitment, and discipline or dismissal measures.

Flex Officer, Allied Barton 70 West Madison **February 2012-February 2014**

- Controlled access to client site or facility through the admittance process.
- Observed and reported daily activities and incidents at an assigned client site, providing for the security and safety of client property and personnel.
- Responded to incidents of fire, medical emergency, bomb threat, flooding, elevator emergency, hazardous materials, inclement weather, and other incidents.
- Worked as special detail for NATO Summit in May of 2012 was the lead undercover officer at 70 West Madison. Lead special detail for ASIS Conference in September 2013 at the Museum of Science and Industry.

Photographer, Fox Photography **2012-2013**

- Team photographer for organized youth football, baseball, soccer, and basketball teams for season photos.
- Managed delivery of photos, and trophies to respective teams.

Assistant Manager, Sandra's Sweeping Beauties, Inc. **2008-2011**

- Managed daily operations
- Responsible for payroll, billing, hiring of employees, training of employees, procedures, and safety issues.

References

- Available upon request.