Daniel Stern

Web Developer at Pratt Institute

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⚥ He/Him

Profiles

in danstern718

○ Robotghost718

☁ dstern9

Skills

Salesforce

Experience Cloud, Knowledge, Lightning, Apex, SOQL, SOSL, LWC, VisualForce, Aura, Administration, Service Cloud, Marketing CLoud, Development, Flows

Web Development

HTML, CSS, Javascript, PHP, Python

Certifications

Javascript Development
General Assembly

Google IT Support
Google

Summary

An accomplished IT professional with over seven years of expertise. A collaborative team player with strong leadership skills, effective communication abilities, and adept problem-solving capabilities. Dedicated to continuous learning, constantly expanding skill sets, and developing innovative tools to assist others.

Experience

Pratt Institute   Februrary, 2023- Present
Web Developer   Brooklyn, NY
🔗 pratt.edu

- **Lightning Web Component Development:** Designed, developed, and maintained Lightning Web Components for the Experience Site, focusing on responsiveness, accessibility, and streamlining for content updates.
- **Salesforce Administration & Optimization:** Managed and administered Salesforce, including:
  - User Permission Sets, Profiles, Trusted URLs, Sandboxes, Managed Applications, Custom Objects, and Fields to ensure optimal data governance and security.
  - Deployed Flows and Custom Flow Components to automate key processes.
  - Implemented a new search solution utilizing SOSL for Knowledge Articles, significantly enhancing search functionality.
- **Integration Exploration:** Participated in exploratory body for 3rd party Salesforce integration vendors, contributing to business processes including but not limited to, service scheduling and payment processing

Pratt Institute   April, 2017 - February, 2023
Associate Director of TEC Operations   Brooklyn, NY
🔗 pratt.edu

- Maintained and enhanced classroom AV systems utilizing Raspberry-pi touchscreens, resulting in savings of ~$8k per system
- Developed and implemented Touch-UI interfaces for classroom AV control, improving user experience
- Managed asset lifecycle for computer and audiovisual equipment, minimizing downtime and ensuring optimal system performance.
- Responded to a high volume of tech support tickets in Salesforce, proactively identifying and resolving issues.
- Led and mentored a team of technicians, ensuring consistent equipment maintenance and training.
- Administered and maintained Mac and Windows desktops, improving desktop productivity and accessibility.

American Museum of Natural History   September, 2016 - April 2017
Audio Visual Technician   New York, NY
🔗 amnh.org

- Along with a team, maintained and operated all audiovisual equipment in Exhibit Hall.
- Used an in-house ticketing system to flag exhibit equipment for repair.
- Operated IMAX theater Digital Projection.
- Provided event support, such as sound, lighting, and projection.

The Metropolitan Museum of Art   December, 2014 - September, 2016
A/V Specialist   New York, NY
🔗 metmuseum.org

Live Event and Lecture Production:

- Programmed and operated lighting board
- Operated Video Projection, including file upload and conversion and live stream production
- Coordinated with Performers, Speakers, and Lecturers on logistics

Education

Horace Greeley High School   2004 - 2009

References

Bryan Wizemann
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🔗 Pratt

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Peter Easton
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