

Database Administrator Database Administrator Reservations & Office Manager - National Ability Center (NAC) Coalville, UT Authorized to work in the US for any employer Work Experience Database Administrator National Ability Center - Park City, UT August 2018 to Present Interim chair & Co-Founder of Technology Committee Implement V4S Mobile App Develop & implement company security protocols in Office 365 & Salesforce Implement Contracts, Price Books, & Quotes Create and implement Ticket system using Cases for internal customers Manage & improve DocuSign Document integration Improve efficiencies throughout org through process automation Manage relationships with Consultants & Developers Improve Salesforce adoption in all departments Migrate Group Reservations & Sales Depts to Salesforce Restructure user portal improving user experience & collecting over 200% more dollars compared to year prior Leverage standard and package solutions, introducing customizations and automations as needed Reservations & Office Manager National Ability Center (NAC) - Park City, UT April 2017 to August 2018 Acting Database Administrator Oversaw processing registrations through the collection & processing of all fees & enrollment forms, entry into the database system & sending of confirmation letter/e-mails Co-Founder of Tech Committee Evolved efficiencies & innovated within the database to improve processes Worked closely with Marketing to ensure program details were communicated clearly, simply, & were intuitively accessible to public Created & performed regular database audits Oversaw functionality of all tech & apps Provided coaching, training, & direct support to the Reservations Team Built and maintained Reservations Portal content with routine maintenance checks Assessed need for app integrations & collaborated with appropriate resources to implement Ensured the input & maintenance of high quality data Acted as first POC for technology errors & identifying correct support resources Reservations Coordinator National Ability Center (NAC) - Park City, UT July 2015 to April 2017 Oversaw all aspects of over 9000 individual reservations Reviewed paperwork compliance for every individual Equestrian compliance has increased 40% since 9/15; now 100% Identified & implemented streamlined processes in all aspects of organization Ensured input & maintenance of high quality data via Salesforce reporting Audited & created portal registration for programs Provided Salesforce consultation & training to all

staff & volunteers Maintained accurate accounting records Reviewed, developed & maintained media for accuracy & clarity Developed & implemented department Training Curriculum Associate Consultant Axiom Recovery (AR) - Park City, UT March 2015 to July 2015 Acted as Partner Relationship Manager to Sales Partners Supported Delivery Project Management: Disaster Recovery & Business Continuity Managed schedules for President & Project Managers, coordinating with C- & S- level clients Provided outreach & support to clients pertaining to Business Continuity Develop & Maintain functional Wiki through Confluence Demonstrated ability to prioritize Formatted, populated, cleaned, & compiled content in Excel, Word, & PowerPoint for client delivery Drafted proposals for prospective clients Paintbox Children's Attendant Montage Deer Valley November 2014 to April 2015 Hotel-wide recognition and bonus for personalized customer service in 5-star hotel Volunteer National Ability Center (NAC) - Park City, UT November 2014 to March 2015 Assistant to Events Coordinator Corresponded with local chefs, California Shared social media marketing responsibilities Vintners, & marketing partners on Facebook Page Edited content for Red, White & Snow program Project Manager High Horses (HH) June 2011 to June 2014 Database Manager in FileMaker Pro Implemented Medicaid Billing for VT & NH Developed all Digital Media in QuarkXpress Oversaw creation & copyediting of Newsletter 2012-2014 Project Manager for Outcomes Evaluation Therapeutic Center Collaborative Provided support to program development 2013-2014 Project Manager for Benchmarks for a Better Vermont Performance Institute Support with Event Management during fundraisers Researcher Sociology Dept - South Hadley, MA September 2010 to May 2011 Group/Independent Research: Organized two research projects: group research - life at MHC; independent research - Facebook friendships vs. face-to-face friendships - both IRB proposals accepted Member Disability Advisory Board September 2010 to May 2011 Served on Board with Dean of College & Dean of Students to help improve services at MHC Education B. A. in Sociology Mount Holyoke College - South Hadley, MA May 2011 Certifications/Licenses Driver's License Salesforce.com Certified Administrator March 2019 to Present

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