Associate System Administrator Associate System Administrator Associate System Administrator - Dominion Dealer Solutions Denver, CO Solutions oriented, tenacious, proactive individual who strives for end-user satisfaction and streamlined business practices. Led the integration between Gmail and Microsoft Dynamics CRM, and spearheaded the training to the team. Recommended an alternative route for the synchronization of the Gmail and Microsoft Dynamics merger due to results from plugin testing. Partnered with the System Administrator Team Lead in the migration from Salesforce into Microsoft Dynamics CRM through its full lifecycle by developing, implementing, testing, and optimizing the system. Work Experience Associate System Administrator Dominion Dealer Solutions February 2015 to Present Database Analyst November 2013 to February 2015 Assess, analyze, and mitigate risks using established business processes and process flow charts Resolve business usability and end-user issues, and collaborate with Programmers to find more permanent solutions for chronic errors   Construct, coach, and lead the training on existing business policies and procedures for new team members   Own the maintenance and management of Dominion Dealer Solutions' proposal system, TinderBox   Drive end-user adoption and integration from Salesforce into Microsoft Dynamics CRM   Perform detailed in-depth analyses of business specification requirements, and create training for end-users in Salesforce and Microsoft Dynamics CRM   Support the integrity and accuracy of existing data, and through quality assurance, ensure false data is not being entered into Salesforce and Microsoft Dynamics CRM   Evaluate new end-user positions to determine what permissions are needed in Microsoft Dynamics CRM, and grant end-users access from the results of the analysis   Support end-users with all requests revolving around the usage of Salesforce and Microsoft Dynamics CRM   Develop, analyze, and maintain customer reports, dashboards, and communication templates in Salesforce   Provide assistance and educational tools to manage workflow rules, validations, and custom page layouts in Salesforce Education Bachelor's of Business Administration in Computer Information Systems James Madison University - Harrisonburg, VA 2009 to 2013 Awards Eagle Scout 2009 Additional Information Technical Skills   Database Design: Oracle, SQL, Microsoft Access, Entity Relationship Diagrams (ERD), and Database Normalization   Systems Analysis and Design: Unified Modeling

Language (UML), Visio, Case Diagrams, Sequence Diagrams, and Class Diagrams   Model IT Architecture: Activity Diagrams and Risk Assessment   Web and Form Design: JavaScript, Cascading Style Sheets (CSS), and HTML   Server Administration: Linux, Putty, and Apache Programming: Java, Visual Basic, and HTML   Network Security: VMware and Wireshark

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