

Systems Administrator Systems Administrator Flagstaff, AZ Authorized to work in the US for any employer Work Experience Systems Administrator ProGrowTech - Flagstaff, AZ January 2019 to Present Completed 4 CRM deployments (enhancements and upgrades) in order to meet the needs of the company Managed Dashboards and reporting for the Executive team Managed external integrations within Zoho CRM Developed customer portals for use with larger commercial clients Inside Sales Manager ProGrowTech January 2019 to Present Foster and develop relationships with a portfolio of clients, including executives and shareholders of those clients. Oversee productivity of a team of 12 sales reps Provide daily departmental updates to the Executive team Develop and implement training programs for incoming representatives Provide internal technical & product assistance to external sales representatives Risk Management Executive National Discount Merchant Services - El Segundo, CA June 2017 to Present Monitor transactions of merchants in our portfolio for irregularities in processing such as: increased ticket amounts, excessive credits being issued Work with merchants to generate a chargeback remediation plan Work with our sponsor bank to ensure merchant compliance with Visa and Master Card Analyze high risk ecommerce business models for compliance with PCI regulations Perform industry reviews for high risk merchants in order to board them on the TSYS platform Marketing Administrator Coldwell Banker - Flagstaff, AZ June 2018 to January 2019 Client Account Relations Manager National Discount Merchant Services - El Segundo, CA March 2017 to May 2017 Review merchant applications for retail and ecommerce merchants Provide support for merchant needs Nurture partner accounts by underwriting prospective accounts Enable merchants to accept credit and debit cards in a CNP or CP environment Guest Service Agent DoubleTree by Hilton - Flagstaff, AZ July 2016 to October 2016 Oversee guest experience and comfort Maintain Hilton standards as set by corporate Operating system: OnQ Front Desk Representative/ Night Auditor Ramada West Flagstaff - Flagstaff, AZ January 2015 to February 2016 Operate multiple computer terminals over a office network Manage the check-in and check-out of guests throughout the night Operate with efficiency 2 multi-line phones as well as the desktop terminals Run the audit for the close-of-day procedures and prepare end of day reports for GM Operating System: Wynguest Chief of

Operations CClouds Clothing/ Odabi Clothing - Flagstaff, AZ February 2014 to July 2015 Oversight of multiple departments spanning across 35 contracted employees Ensuring that all departments are profitable and functioning efficiently Coordinate with all manufacturing and accounting departments to ensure quality and cost efficiency across all departments. Education Accounting Ashworth College - Atlanta, GA January 2015 to February 2017 Human Resources Ashworth College January 2015 to February 2017 Bachelor's in Business Management Northern Arizona University - Flagstaff, AZ August 2012 to May 2015 Skills account management (3 years), advertising (4 years), B2B (6 years), Risk Management (2 years), TRADING (5 years), CRM Management (4 years), Account Management (6 years), System Administration (3 years), Systems Integration (4 years), Office Administration (5 years), Data Entry (6 years), Marketing Communications (2 years), Document Management (5 years), Accounts Receivable (3 years) Certifications/Licenses Basic Accounting Present Bookkeeping Present Additional Information Risk management Social media and B2B marketing and advertising Strategic account management Financial statement analysis QuickBooks Microsoft Office

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