

Software Administrator Software Administrator Software Administrator Atlanta, GA Authorized to work in the US for any employer Work Experience Software Administrator Integrated Environmental Solutions, Limited 2016 to 2017 Monitor, update, and maintain existing software systems database to ensure that the interfaces exchange data properly allowing access to Virtual Environment's varying modules - Maintains system documentation through Salesforce and MantisBT while troubleshooting and resolving Level 1 Technical support problems - Assist in the day-to-day operations which consist of but not limited to handling travel arrangements, monthly expense reports, and varying administrative tasks Database Administrator Nature First 2015 to 2016 Daily administration and support of Nature First's Salesforce database including but not limited to managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations - Working with management, strategic planning & analysis staff and end-users to create and manage complex workflow rules, data validation, and triggers - Manage software testing process, which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing - Creating and maintaining documentation on processes, policies, application configuration and help related materials for users as database applications develop Corp Member Ameri Corps City Year Philadelphia 2014 to 2015 Used assessments and testing scores data to create individualized and group tutoring sessions for at-risk 7th graders in math and literacy during school and afterschool - Fostered social and emotional development by incorporating Maslow's Hierarchy of Needs in addition to monitoring attendance and positive behavior reinforcement - Created and executed community and school wide initiatives to improve student climate using Whole School, Whole Child model Education BS in Computer Science Georgia State University - Atlanta, GA

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