

POS Database Administrator POS Database Administrator POS Database Administrator - Xenial, Inc Warminster, PA Authorized to work in the US for any employer Work Experience POS Database Administrator Xenial, Inc - Lansdale, PA June 2014 to Present Managed 20+ databases for different quick service restaurant (QSR) brands including Burger King, Popeyes, Tim Hortons, Bojangles and more across the US and internationally Created and maintained databases for Popeyes that are now active in over 1000 restaurants throughout the US, Mexico & Canada Responsible for the reviewing, documenting, processing and testing of database requests from the franchisor, franchise and support channels Added and tested new products, discounts, recipes, inventory, coupons, etc. to the Point of Sale system which allowed the restaurants and franchisees to explore new revenue streams Performed inventory and recipe audits, both internal and working for franchisor Developed and sent daily newsletters and important reminders to franchisees informing them about future promotions and upcoming POS changes Tracked and followed up on data and support issues Trained 5 new POS database administrators who joined our menu maintenance team in the last two years Interactive Voice Response Tester (Temporary) ASCENSUS - Dresher, PA February 2014 to May 2014 Called inContact to evaluate and analyze the IVR test scripts Executed automated test scripts and conducted root cause analysis Helped improve the existing IVR by searching for defects with IVR test cases and reporting them to the developer Documented testing and product bugs/defects encountered Made sure the voicing of each prompt was spoken as reflected in the test case Education Bachelor of Arts in History in History La Salle University - Philadelphia, PA August 2013 Skills Excel (10+ years), Linux (3 years), Mac OS (10+ years), Microsoft Office (10+ years), Data Entry (5 years), Database Management (5 years)

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