

Database Administrator / Technical Support Database Administrator / Technical Support  
Administrator - ReServe, Inc Astoria, NY Authorized to work in the US for any employer Work  
Experience Database Administrator / Technical Support ReServe, Inc - New York, NY 2015 to  
Present Administrate ReServe Salesforce database of clients and candidates, including user  
support and system architecture upgrades. ? Manage ReServe website including  
Salesforce-integrated user web portal / job board. ? Provide customer support via phone and email,  
assisting with technical use of web portal and answering questions about ReServe ? Develop plan  
for renovating ReServe database system, finding and meeting with potential vendors, and  
assembling illustrative materials and diagrams of ReServe systems. ? Run database reports in  
Salesforce, with heavy use of Excel to prepare data for other team members to use (including  
building charts). ? Support design and delivery of ReServe email communications through Constant  
Contact, and numerous surveys designed in Survey Monkey, including an annual survey conducted  
among all new ReServe customers from the past year. Assemble mailing lists for nearly all ReServe  
mass communications. ? Provide basic technical support to the ReServe team, both in and out of  
Salesforce, including remote support to ReServe offices in Boston, DC, and Florida. ? Act as  
audio-visual tech support for ReServe events, both in-person and through virtual webinar software.

Intern Office of Rep. Peter Barca - Madison, WI 2013 to 2014 Constituent Intern ? Answered  
constituent phone calls and wrote letters responding to constituent concerns on issues including  
healthcare, environmental protection, voter ID, gun control, job growth, and constituent recognition  
? Developed and implemented system to analyze database of purchased homes, so as to welcome  
new constituents to the district. ? Compiled and arranged contact information of district local  
government officials onto a single-page document to provide to constituents. ? Managed office  
duties including assembling and mailing large volumes of constituent letters, researching and  
compiling district public events for Rep. Barca to visit, and helping new interns to acclimate to  
internship duties. Education BS in Political Science University of Wisconsin-Madison - Madison, WI  
September 2010 to June 2014 Skills Excel (4 years), HTML (Less than 1 year), JavaScript (Less  
than 1 year), Database (3 years), Photoshop (1 year), Customer Support (3 years), Survey Design

(3 years), Statistics (2 years), Word (6 years)

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