

David Fenko

Profile

Client-side manager with 10 years of experience between the software and services industries. Problem solver adept at identifying the various components of an issue to lead to an equitable solution for all involved parties. Quick study, capable of picking up new concepts easily and putting them into practice.

Work Experience

Oct 2008 – Present	Backstop Solutions Group	Chicago, IL
Support Manager	Manager responsible for timely, accurate support of several SaaS software platforms catering to the alternative asset industry.	
Jul 2010 – Present	<ul style="list-style-type: none">• Led a team of up to 10 individuals.• Fostered a culture of individual and team development.• Provided coaching for individuals under my supervision.• Produced and utilized metrics to judge the team's effectiveness.• Developed policies and procedures to improve customer support.• Worked with other teams to improve the organization and product.• Integrated support processes for a new platform after acquiring a competitor's software.	
Senior Support Analyst	Provided a point of escalation while supporting several SaaS software platforms catering to the alternative asset industry.	
Jan 2010 – Jul 2010	<ul style="list-style-type: none">• Handled escalated client support issues.• Investigated complex client issues using SQL and Splunk.• Provided workflow solutions for clients while logging detailed bug reports.• Monitored system performance.• Produced project plans based on client reported issues.• Redeveloped hiring process for Level 1 Client Service Representatives.• Trained and coached Level I support representatives.	
Support Representative	Front line application support for a SaaS company catering to the alternative asset industry.	
Oct 2008 – Jan 2010	<ul style="list-style-type: none">• Documented and monitored Support requests to provide prompt accurate solutions.• Reproduced and routed incoming development issues.• Participated in regression testing software prior to release.• Asked questions to ascertain client needs and allow for further investigation.• Helped train new company employees.	

Apr 2007 – Oct 2008	Artisan Wine Cellar	Chicago, IL
Cafe Manager	Managed the coffee operations for a European-style cafe. <ul style="list-style-type: none"> • Provided a friendly and efficient customer experience. • Kept track of stocking levels to improve ordering process. • Developed a program to drive repeat business. • Helped improve business by 50% during core hours. • Installed shared wireless network for customers and staff. • Responsible for identifying and acquiring new products to sell. • Coordinated catering opportunities, inclusive of pricing, scheduling, staffing, and execution. 	
Dec 2005 – Oct 2006	Moonstruck Chocolate Cafe	Chicago, IL
Assistant Manager	Responsible for non-peak hour management duties for a cafe in a high traffic location. <ul style="list-style-type: none"> • Led a team of up to 4 individuals. • Maintained the cleanliness and appearance of the cafe. • Kept a balanced register and safe. 	
Jan 2005 – Dec 2005	National Railroad Passenger Corp. (Amtrak)	Chicago, IL
Lead Service Attendant	Oversaw the food service operations for Amtrak long-haul trains, including cafe and meal cars. <ul style="list-style-type: none"> • Led a team of up to 11 individuals. • Handled large sums of cash and stock. • Kept detailed records of meals served and stock levels. • Balanced the books each trip to ensure accurate records. • Provided customer communication during delays. 	

Computer Skills

Beginner	Adobe Photoshop, Javascript, JQuery, Ruby on Rails 3, R, LaTeX
Intermediate	Mac OS X, Microsoft Windows & Office, HTML, CSS, SQL, Splunk, Scrum, Agile Methodology, Computer Hardware & Support

Education

Nov 2011 – Mar 2012	American Intercontinental University Online	
	Business Administration	Chicago, IL
	37.5 Credits Completed	
Aug 2003 – May 2004	Illinois Institute of Technology	
Aug 2000 – Aug 2001	Business Administration	Chicago, IL
	67 Credits Completed	

Interests

Sabermetrics · Fantasy Sports · Cooking · Recipe Development · Homebrewing · Writing

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