

# David Fenko

## Profile

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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. Numbers focused, using data analysis in personal and professional projects.

## Work Experience

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Oct 2008 – Present	Backstop Solutions Group	Chicago, IL
<b>Senior Support Manager</b> May 2014 – Present	Manager responsible for multiple teams supporting several SaaS software platforms catering to the alternative asset industry. <ul style="list-style-type: none"><li>• Developing processes to improve the coordination of multiple teams to better provide support to a growing client base.</li><li>• Regularly engage with clients to ensure that their needs are met by the software and the support team.</li><li>• Collaborating with the various engineering teams to facilitate the rollout of new software.</li><li>• Providing prioritization and input to the development and product management team for incoming issues within the software platforms.</li></ul>	
<b>Support Manager</b> Jul 2010 – May 2014	Manager responsible for timely, accurate support of several SaaS software platforms catering to the alternative asset industry. <ul style="list-style-type: none"><li>• Utilized SQL to gather data from various ticket management applications for the creation of metrics and reports that demonstrate team effectiveness.</li><li>• Developed policies and procedures to improve support, inclusive of determining benchmarks to provide accurate feedback of employee development.</li><li>• Helped drive the ongoing development roadmap for the various platforms developed by the company, through the development of functionality requirements to the application of industry knowledge.</li></ul>	
<b>Senior Support Analyst</b> Jan 2010 – Jul 2010	Provided a point of escalation while supporting several SaaS software platforms catering to the alternative asset industry. <ul style="list-style-type: none"><li>• Investigated complex client issues using SQL and Splunk.</li><li>• Provided workflow solutions for clients while logging detailed bug reports.</li><li>• Monitored system performance through metrics designed around the available log messages for our various software platforms.</li><li>• Produced project plans based on client reported issues.</li><li>• Redeveloped hiring process for Level 1 Client Service Representatives.</li></ul>	

<b>Oct 2008 – Present</b>	<b>Backstop Solutions Group</b>	<b>Chicago, IL</b>
<b>Support Representative</b>	Front line application support for a SaaS company catering to the alternative asset industry.	
Oct 2008 – Jan 2010	<ul style="list-style-type: none"> <li>• Produced and utilized metrics to judge the team's effectiveness.</li> <li>• Produced and utilized metrics to judge the team's effectiveness.</li> <li>• Produced and utilized metrics to judge the team's effectiveness.</li> </ul>	
<b>Apr 2007 – Oct 2008</b>	<b>Artisan Wine Cellar</b>	<b>Chicago, IL</b>
<b>Cafe Manager</b>	Managed the coffee operations for a European-style cafe.	
	<ul style="list-style-type: none"> <li>• Provided a friendly and efficient customer experience.</li> <li>• Kept track of stocking levels to improve ordering process.</li> <li>• Developed a program to drive repeat business.</li> <li>• Helped improve business by 50% during core hours.</li> <li>• Installed shared wireless network for customers and staff.</li> <li>• Responsible for identifying and acquiring new products to sell.</li> <li>• Coordinated catering opportunities, inclusive of pricing, scheduling, staffing, and execution.</li> </ul>	
<b>Dec 2005 – Oct 2006</b>	<b>Moonstruck Chocolate Cafe</b>	<b>Chicago, IL</b>
<b>Assistant Manager</b>	Responsible for non-peak hour management duties for a cafe in a high traffic location.	
	<ul style="list-style-type: none"> <li>• Led a team of up to 4 individuals.</li> <li>• Maintained the cleanliness and appearance of the cafe.</li> <li>• Kept a balanced register and safe.</li> </ul>	
<b>Jan 2005 – Dec 2005</b>	<b>National Railroad Passenger Corp. (Amtrak)</b>	<b>Chicago, IL</b>
<b>Lead Service Attendant</b>	Oversaw the food service operations for Amtrak long-haul trains, including cafe and meal cars.	
	<ul style="list-style-type: none"> <li>• Led a team of up to 11 individuals.</li> <li>• Handled large sums of cash and stock.</li> <li>• Kept detailed records of meals served and stock levels.</li> <li>• Balanced the books each trip to ensure accurate records.</li> <li>• Provided customer communication during delays.</li> </ul>	

## 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

## Certifications

Coursera	The Data Scientist's Toolbox, R Programming
edX	SABR101x: Sabermetrics 101
Pragmatic Marketing	Pragmatic Marketing Certification I: Foundations

## Education

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<b>Jun 2014 – Present</b>	<b>American Intercontinental University Online</b>	
<b>Nov 2011 – Mar 2012</b>	<b>Business Administration</b>	<b>Chicago, IL</b>
	37.5 Credits Completed	
<b>Aug 2003 – May 2004</b>	<b>Illinois Institute of Technology</b>	
<b>Aug 2000 – Aug 2001</b>	<b>Business Administration</b>	<b>Chicago, IL</b>
	67 Credits Completed	

## Interests

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Sabermetrics · Fantasy Sports · Cooking · Recipe Development · Writing