# David Fenko

## Profile

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

| **Oct 2008 – Present** | **Backstop Solutions Group** | **Chicago, IL** |
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**Senior Support Manager**
May 2014 – Present

Manager responsible for multiple teams supporting several SaaS software platforms catering to the alternative asset industry.

- Developing processes to improve the coordination of multiple teams to better provide support to a growing client base.
- Regularly engage with clients to ensure that their needs are met by the software and the support team.
- Collaborating with the various engineering teams to facilitate the rollout of new software.
- Providing prioritization and input to the development and product management teams for incoming issues within the software platforms.

**Support Manager**
Jul 2010 – May 2014

Manager responsible for timely, accurate support of several SaaS software platforms catering to the alternative asset industry.

- Utilized SQL to gather data from various ticket management applications for the creation of metrics and reports that demonstrate team effectiveness.
- Developed policies and procedures to improve support, inclusive of determining benchmarks to provide accurate feedback of employee development.
- 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.

**Senior Support Analyst**
Jan 2010 – Jul 2010

Provided a point of escalation while supporting several SaaS software platforms catering to the alternative asset industry.

- Investigated complex client issues using SQL and Splunk.
- Provided workflow solutions for clients while logging detailed bug reports.
- Monitored system performance through metrics designed around the available log messages for our various software platforms.
- Produced project plans based on client reported issues.
- Redeveloped hiring process for Level 1 Client Service Representatives.

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| **Oct 2008 – Present** | **Backstop Solutions Group** | **Chicago, IL** |
| **Support Representative**<br>Oct 2008 – Jan 2010 | Front line application support for a SaaS company catering to the alternative asset industry. | |

- Documented and monitored Support requests to provide prompt accurate solutions.
- Reproduced and routed incoming development issues.
- Asked questions to ascertain client needs and allow for further investigation.

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| **Apr 2007 – Oct 2008** | **Artisan Wine Cellar** | **Chicago, IL** |
| **Cafe Manager** | Managed the coffee operations for a European-style cafe. | |

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| **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. | |

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| **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. | |

## Computer Skills

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| 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

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

## Education

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| **Expected June 2015**<br>**106.5 Credits**<br>**Completed** | **American Intercontinental University Online**<br>**Business Administration** | **Chicago, IL** |
| | 106.5 Credits Completed | |

## Interests

Sabermetrics · Cooking · Strategy Games · Writing