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

Senior Support Manager
May 2014 – Present

Manager responsible for multiple teams supporting several SaaS software platforms catering to the alternative asset industry.
- Produced and utilized metrics to judge the team's effectiveness.
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Support Manager

Jul 2010 – May 2014

Manager responsible for timely, accurate support of several SaaS software platforms catering to the alternative asset industry.
- Produced and utilized metrics to judge the team's effectiveness.
- Produced and utilized metrics to judge the team's effectiveness.
- Produced and utilized metrics to judge the team's effectiveness.

Senior Support Analyst
Jan 2010 – Jul 2010

Provided a point of escalation while supporting several SaaS software platforms catering to the alternative asset industry.
- Produced and utilized metrics to judge the team's effectiveness.
- Produced and utilized metrics to judge the team's effectiveness.
- Produced and utilized metrics to judge the team's effectiveness.

Support Representative
Oct 2008 – Jan 2010

Front line application support for a SaaS company catering to the alternative asset industry.
- Produced and utilized metrics to judge the team's effectiveness.
- Produced and utilized metrics to judge the team's effectiveness.
- Produced and utilized metrics to judge the team's effectiveness.

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

- 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.	

- 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.	

- 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