

Lauren Abney

leabney@gmail.com | (423) 326-9660 | Dallas, TX

<https://github.com/leabney> | <https://www.linkedin.com/in/lauren-abney> | <https://leabney.github.io>

Experienced SQL Analyst, Salesforce Administrator & web developer passionate about improving quality and efficiency through data & design. Proficient in designing databases & web applications, manipulating data, integrating systems and building complex reports with the use of SSMS, SSRS, SSIS, PowerBI, MySQL, Sybase, Salesforce, HTML, CSS, JavaScript, jQuery, APIs and Node.js. Love finding creative solutions to problems. Seek to bridge gaps between people, processes and systems. Always up for a challenge.

Relevant Experience

TractManager, Inc.

Operations and Sales Support Advisor

January – November 2017

- Designed & developed reports used to monitor customer health that aggregated and analyzed data across 600+ individual databases utilizing T-SQL, SSRS and SSIS.
- Created custom, compelling reports client sale using T-SQL and PowerBI.
- Created complex reports for Sales and Leadership teams utilizing Salesforce data.
- Built a customer billing application utilizing Salesforce, T-SQL & SSRS that drastically improved quality, efficiency and security of monthly invoicing.

Education

Southern Methodist University, Dallas, TX

January – July 2018

Full-stack web development program

Intensive 6-month program geared toward designing and developing responsive web applications. Skills learned to date include: HTML, CSS, Bootstrap, Media Queries, GitHub, JavaScript, jQuery, APIs, AJAX, JSON, Firebase, Node.js, Command Line and MySQL. Java, Express.js, React.js, Bookshelf.js, and MongoDB will be learned prior to course completion.

The University of Tennessee, Chattanooga, TN

2003 – 2008

B.S. Degree in Business Administration: General Management and Marketing
Concentration in Arts Management

Certifications

Salesforce Certified Administrator	October 2016
Salesforce Certified Advanced Administrator	October 2016
Salesforce Certified Pardot Specialist	October 2016
Certified in Healthcare Compliance (CHC)	June 2013

Additional Experience

TractManager, Inc.*Operations Analyst**(2013—2017)*

- Worked with end-users and leadership team to implement Salesforce, ChikPea, Ambition, Definitive Healthcare and Desk.com
- Built and maintained integrations between Salesforce and legacy data systems
- Served as full-time Salesforce Administrator for 75+ end users, creating user manuals, performing training, building reports, making necessary customizations, and communicating with end users
- Completed daily database maintenance and Help Desk requests using Transact-SQL
- Built, maintained and delivered complex reports for clients and users in all areas of the organization, including Operations, Sales, Marketing and Finance
- Developed internal tools to complete problem tasks more accurately and efficiently
- Trained and assisted employees throughout the organization with Microsoft Excel
- Created and maintained Adobe forms for use in all areas of the organization

*Implementation Consultant**(2012—2013)*

- Worked closely with client teams to ensure they understood the functionality of the products and to develop an implementation plan best suited to their needs
- Completed over 35 implementations of MediTract, PropertyTract, COIDS, VEF and TERMS modules
- Served as the liaison between Sales, the client, Contract Specialists, Quality Control, Training, Customer Care, Billing and Account Management to ensure successful implementations and high client satisfaction
- Developed an Implementation manual, internal tools and client documents/presentations utilized by the entire department
- Achieved the highest sales rate within the Implementation department for add-on modules and services
- Completed the fastest implementations on record

*Client Solutions Advisor**(2011—2012)*

- Developed a comprehensive Scope of Work and helped secure TractManager's first gold-level Support Care client
- Served as the Professional System Administrator for TractManager's then largest client, Sutter Health
- Facilitated discussions with Sutter's Office of the General Counsel, Regional Compliance Officers and Contract Administrators
- Managed the daily activity and requests of over 2,000 database users
- Assisted with large database cleanup projects and general maintenance of over 34,000 contracts in 60+ hospitals
- Developed and executed a training program for physician timekeepers, administrators, compliance officers and finance department contacts
- Submitted issues and enhancement requests that led to increased product functionality

*Contract Specialist**(2010—2011)*

- Traveled to client locations to prepare and scan contract documents according to database specifications
- Abstracted key contract terms in client databases
- Developed an abstraction manual used by the department

Chattanooga Ballet*(2003—2010)**Assistant Director*

- Directed a school of over 300 students
- Created and maintained a user-friendly data system, capable of managing all necessary business activities
- Performed daily office functions using *Microsoft Word, Excel, PowerPoint, Access* and *Adobe InDesign*
- Scheduled classes, workshops and rehearsals
- Planned, organized and ran performances
- Communicated effectively with parents, dancers, staff, board members and the public
- Designed all marketing materials, including: brochures, fliers, postcards, posters, billboards, newspaper advertisements, displays, merchandise and the company website
- Stage-managed a cast and crew of over 225 people for *The Nutcracker*, performed annually for over 10,000 audience members
- Managed reservations and online ticket sales for all performances
- Supervised the Chattanooga Ballet Barre Association, a group of parent volunteers
- Taught ballet classes and workshops for 3 to 10 year olds