

# ANDREW CHU, MBA, MSIS

Dallas, TX

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## SALESFORCE ADMINISTRATOR

Diplomatic, broad-minded U.S. Army Veteran with the education, experience, and work ethic to conduct audits and assessments, including audit plan preparation, review of documentation and evidence, evaluation of procedures, and client interviews

Dynamic, motivated U.S. Army Veteran with the work ethic to guide and support logistics and supply chain operations, critical analysis, risk management, data management, digital innovation, compliance, and quality assurance, and cross-team coordination in fast-paced, demanding environments. Innovative thought leader known for aligning logistics and supply chain capabilities with business objectives and the skillset to analyze complex information, manage key projects, facilitate global business, and lead diverse individuals.

## CERTIFICATIONS

- Certified Scrum Master – Scrum Alliance
- SAP Certified Application Associate – Business Process Integration with SAP S/4HANA 1610
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- CompTIA Network+
- CompTIA Security+

## SKILLS

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|------------------------|------------------------|----------------------|
| • Personnel Management | • Process Improvements | • Inventory Control  |
| • Quality Purchasing   | • Cost Control         | • Data Visualization |
| • Material Handling    | • Supply Planning      | • Design Thinking    |

## TECHNICAL SKILLS

- |                   |                  |                     |
|-------------------|------------------|---------------------|
| • Cloud Computing | • Database       | • Data Security     |
| • CRM             | • SAP Analytics  | • Salesforce        |
| • App Logic       | • Access Control | • Scrum             |
| • Reporting       | • Chatter        | • Security Policies |

## PROFESSIONAL EXPERIENCE

SILOTECH GROUP, SAN ANTONIO, TX  
SALESFORCE ADMINISTRATOR

JANUARY 2022 – DECEMBER 2022

- Designed and managed custom objects, page layouts and fields within the CRM.
- Garner deep understanding of Salesforce.com technical requirements, system configuration, user requirements and all related policies and procedures.
- Utilized automation tools to streamline the efficiency of the United States European Command onboarding process.
- Oversee security, users, roles, profiles, sharing rules and various other setup options.
- Deployed change sets to ensure proper migration from developer environment to production environment.
- Created a dynamic dashboard that provides visibility on the status of incoming personnel during the onboarding process.

DIVERGENCE ACADEMY, ADDISON, TX  
CYBER SECURITY INTERN

APRIL 2021 – MAY 2021

- Assessed current cyber threat against U.S. small businesses.
- Crafted defensive strategies for companies to protect their intellectual property or data.
- Developed workforce curriculum to educate non-technical business leaders on cyber awareness.

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FULTON COUNTY GOVERNMENT, ATLANTA, GA  
BUSINESS ANALYST INTERN

JUNE 2019 – AUGUST 2019

- Liaised directly with the Network Administrator to gather and display key performance metrics on a dashboard, including CPU utilization and memory in use to successfully conclude the health of servers supporting the application.
- Utilized adept critical analysis and technical skills to amalgamate and analyze large data sets.
- Demonstrated expertise in using Tableau to visualize and analyze data.

GEORGIA STATE UNIVERSITY, J. MACK COLLEGE OF BUSINESS, ATLANTA, GA  
GRADUATE TEACHING ASSISTANT

AUGUST 2018 – DECEMBER 2018

- Delivered hands-on support, coaching, and mentorship to undergraduate students in Excel, Tableau, and R.

GEORGIA TECH RESEARCH INSTITUTE, ATLANTA, GA  
GRADUATE ASSISTANT

JUNE 2017 – DECEMBER 2017

- Conducted comprehensive assessment to identify opportunities for improvement and successfully streamline procurement processes.

GEORGIA NATIONAL GUARD, TIFTON, GA  
TRANSPORTATION MANAGEMENT COORDINATOR

APRIL 2013 – APRIL 2017

- Led initiatives to refine procedures and improve efficiency while maintaining a transportation budget and regulatory compliance, including computers and electronics requiring specialized shipping and handling.
- Conducted strategic assessments to proactively identify and manage risk in material consistency, continuation, and administration.
- Collaborated with cross-functional teams to implement logistics process improvements and cost reductions, demonstrating adept project management in guiding all initiatives within the required budget, scope, and timeline.

UNITED STATES ARMY, SOUTH KOREA, VIRGINIA, GEORGIA, AFGHANISTAN  
TRANSPORTATION MANAGEMENT COORDINATOR

JUNE 2007 – APRIL 2013

- Orchestrated the transport of over 9K passengers, 1.5M lbs. of equipment, and the inspection of over 230 trucks.
- Led training and management of the daily activities for a team of 5 with zero major safety incidents.
- Ensured consistent, on-time delivery of over 3M lbs. of cargo, food, supplies, and medical equipment.

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## EDUCATION

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- MASTER OF SCIENCE (M.SC.) DECEMBER 2019  
INFORMATION SYSTEMS WITH A CONCENTRATION IN DIGITAL INNOVATION  
Georgia State University, Atlanta, GA
- MASTER OF BUSINESS ADMINISTRATION (M.B.A.) DECEMBER 2017  
SUPPLY CHAIN MANAGEMENT & INTERNATIONAL BUSINESS  
Clayton State University, Morrow, GA
- BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.) DECEMBER 2015  
MANAGEMENT  
Clayton State University, Morrow, GA