MARK DIASANTA
CRM ADMINISTRATOR

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Seasoned CRM Administrator with experience in System Administration, Troubleshooting, Best practices, and Software/Web Development.

Skills

PROGRAMMING LANGUAGES
HTML
CSS
JavaScript
PHP
C++
C#
FetchXML
SQL

SOFTWARE
Microsoft Dynamics CRM
Ellucian CRM Advise
Ellucian Banner
Avaya Products
Windows Server 2012 R2
Visual Studio 2015
Visual Studio Code
Visio 2013
Git
Microsoft Office
Oracle Discoverer
MySQL Server
Project Management Software
XRM Toolbox
CRM SDK

CONCEPTS/FRAMEWORKS
CASE Tools
SDLC
NodeJS
Angular Framework
REST API
.NET Framework

LANGUAGES
English - Native
Japanese - Beginner

Education

Old Dominion University
Bachelor of Science Business Administration 2017
Major in Information Systems & Technology (Network Engineering)
Minor in Cybersecurity

Tidewater Community College
Associate of Science Business Administration 2014

Employment

Regent University
Advising Systems Specialist — Virginia Beach, VA — Aug. 2017 to Current

Primary duties include:
- Administrate and Customize Microsoft Dynamics CRM to meet Stakeholder requests and expectations
- Providing Tier 2 Help Desk Support for Enrollment Management
- Manage Avaya phone system
- Build reports to capture productivity and student retention analysis
- Develop Customizations for Dynamics CRM

Specific responsibilities include:
- Resolving elevated trouble tickets
- Managing users in Avaya phone system and Dynamics CRM
- Building and customizing solutions for Dynamics CRM
- Automating Business Processes by building custom workflow processes
- Monitoring Data syncs and System jobs for Dynamics CRM
- Researching and procuring Integrated Software Vendor (ISV) Solutions to
- supplement business processes and extend CRM functionality
- Integrating procured ISV Solutions such as PowerXRM's xRM.EmailMarketing Mailchimp Integrator
- Provide technical writing and documentation for customizations and process changes
- Building custom reports and graphs for Department Analytics through FetchXML.
- Providing Web based development for Dynamics CRM with Languages/Tools such as C#, HTML, CSS, JavaScript, NodeJS, Angular Framework, and the REST API

Regent University
Advising Process Specialist — Virginia Beach, VA — March 2017 to Aug. 2017

Primary duties included:
- Providing Tier 1 Help Desk Support for Enrollment Management.

Specific responsibilities included:
- Resolving software issues
- Resolving hardware issues
- Creating knowledge base resources

Activities

Information Systems and Project Management Professionals Club · Member — Aug. 2014 to May 2017

Finance Club · Member — Jan. 2015 to May 2017