**OVERVIEW**

* **Development:**  Currently involved in working with Flask & python for web-development of single page apps, automation tools & personal growth. GitHub will show demonstrated use of ArgParse modules, sourcing Twitter’s API’s, OAuth with SQLite3, SQL & Postgresql.
* **Data Analytics:** Worked on several critical projects (regional product lead flow, Google Analytics reporting) for accurate reporting and performance of various software systems, all the while, responsible for reducing costs and increasing efficiency. Created KPI systems & processes across multiple channels for communication by VP’s for CEO’s. Built & executed CRM marketing flows to retrieve feedback from customers, monitor lead flow & increase sales.
* **Account Management:** Researched accounts to reduce licence overage. Resolved issues with accounts by reconciling accounts to ensure compliance was continually met. Assured quotes presented were correct before they reached the customer by working with sales & billing teams. Research account usage for key data points including device types, users and shared accounts. Issues product keys as well as revoked keys when needed.

**PROFESSIONAL EXPERIENCE**

**Good Inc - Zealtech. Sunnyvale, CA [06 2014 -- 03 2015 & Special project - 06 2015]**

**Sales Renewals Operations Analyst:** As a Renewals Analyst I published access rights to worldwide customers based on sales and renewals. This included monitoring SFDC & Oracle to identify renewal opportunities & using data-loader to mass update SFDC records. Detailed & trained employees on the capabilities of our tools that were not previously known. Drafted & presented new design idea for existing web-based tools to increase productivity. Created & maintained process documentation for worldwide teams.

* Performed research to ensure accounts were in compliance of licence agreements.
* Reviewed quotes for accuracy & completeness ensuring all fees including reactivation fees were included.
* Worked with sales teams to resolve issues with accounts such as billing or licence issues
* Working with my Sr. Manager to develop & test online worksheets to streamline renewals sales process.
* Published access rights based for sales order for fulfillment for all regions.
* Reconciling duplicate database entries to ensure faster publication & better reporting/analysis
* Creation of python reporting scripts, SFDC dashboards & Excel KPI automation.
* Mass processing, reporting using SFDC data loader, python to identify & categorize issues

**Pronq by Hewlett-Packard – KForce inc. Sunnyvale, CA [10 2013 – 06 2014]**

**Analyst:** Inserting sales leads information from prospects on multiple campaigns from various sources using Excel, SalesForce, Pardot, Aprimo & Eloqua. Creation of process flows in Confluence ensuring updated information was captured and executed upon. Handled ad-hoc reporting requests & process updates on a daily basis.

* Informed sales teams managers of upcoming renewals & licence issues
* End to end process lifecycle creation & maintenance from whiteboarding, analytics, implementation, managing changes for improvement & escalation flow.
* Created key metric reports used by all levels of staff including VP’s & Director of Strategy.
* Managed & trained offshore personnel including onboarding,
* Reviewed specifications to ensure that our processes were inline with outside teams.
* Assured timely reporting was available for all teams.

**Google Inc. – CDI Inc. Mountain View CA [10 2012 – 10 2013]**

**Enterprise Operations Support:** Performed crucial log searches utilizing Linux commands like grep, tail, more & Salesforce CRM to resolve P1 issues regarding security & access.

* Advised clients on how to create security (MX & SPF) records, whitelisting/blacklisting IPs & IP ranges
* Educated users on simple & complex troubleshooting methods to resolve mail issues for Fortune 500 clients.
* Maintained a high CSAT while working with multiple clients. Assisted in the growth and development of new processes & employees.

**KreditFly Inc., Santa Clara, California [11 2010 – 09 2011]**

**Reports Analyst:** Developed python, MySQL scripts, created dashboards for C-level management on multiple data sets. Trained outsourced staff on the development and maintenance of company systems. Focused efforts on increasing productivity, automation, and reduction of labor-intensive efforts.

* VBA & MySQL to create analytics dashboard to track users and identify trends; a key dataset for the Risk Management Team
* Developed Python code using Google’s geolocation API in the analytics platform.

**EDUCATION**

**University of San Francisco** – Bachelors of Science in Management of Information Systems

Capstone Project: Created database for Milpitas Unified School District. Project took on all aspects from conception to finalization.

**University of California, Santa Cruz –** Certification: Computer Programming

Languages: Python, Java

Working Knowledge of C & Perl, PHP

Databases: MySQL, Pentaho & MS Access

ONLINE COURSEWORK

Udacity [Full Stack Nanodegree](https://www.udacity.com/course/nd004) - Expected completion May 2015

Worked on creating interactive webpages using Flask, SQLAlchemy & Python. Courses covered included python, CSS, HTML, database creation and test-driven development.

[Thinkful](http://www.thinkful.com/) **- Completed April 2015**

**Python coursework** - including demonstrated use of ArgParse modules, sourcing Twitter’s API’s, OAuth, SQL & Postgresql, SQL Alchemy & creation of flask web-apps with capstone project.

**Other Skills:** CRM Management, Outsource Management & Training, ERD Development and Analysis, Critical Path Analysis, HTML, KPI Creation, SLA Management, Strategic team development

**CURRENT PROJECTS**

P**ython & Ruby projects:**

Working on personal coding applications to maintain my Python & Ruby skills and knowledge.

This includes a billiards app in Python with a Ruby web interface, a [tumblr clone](http://crumblr.mnickey.com/), a [movie review site in Ruby](http://flix.mnickey.com) and a [movie site in Python](http://mnickey.com/movies/fresh_tomatoes.html).

**Advising for Python Tutor List**

**Freelance Tutor upon request:** Assist new students in learning python with various code examinations detailing what needs to be fixed, modified or changed to meet their needs.

**VOLUNTEER ACTIVITIES**

**Tour de Cure Santa Clara [2012 – Currently involved] –** [**www.tourdecure.com**](http://www.tourdecure.com)

The Tour de Cure is a series of fundraising cycling events held in 44 states nationwide to benefit the American Diabetes Association.

**Turkey Trot Santa Clara [2008 – Currently involved] -** [**http://svturkeytrot.com/**](http://svturkeytrot.com/)

Benefiting multiple charities including Second Harvest Food Bank, The Mission of the Housing Trust of Santa Clara County and Santa Clara Family Health Foundation (SCFHF).