**Daniel King Pak, Jr.**

Business Analyst // Project Manager // Salesforce Admin // Experienced Instructor // Pretty cool guy [danielkpak@gmail.com](mailto:danielkpak@gmail.com) // 303.351.1725 // <https://www.linkedin.com/in/pakkd/> // CO:Denver|Boulder

# **Education**

**Colorado School of Mines**B.S. Computer Science *2008 - 2012*

# **Experience**

**Project Manager/Business Analyst & Salesforce Admin**Sairoop Technologies *Mar 2020 – Present*

- Collaborated with team members and clients to develop and support metric collection and data-driven improvements via KPIs, reporting and dashboard analytics  
- Researched end-to-end processes to Identify pain points, process inefficiencies and opportunities for automation improvements  
- Ensured and maintained data integrity through reinforcement of process best practices, data improvement initiatives and ongoing data clean-up  
- Coordinated development, testing and client team members to continuously generate creative solutions to improve quality and efficiency  
- Analyzed business issues, form solutions and created reporting and dashboard structures to ensure long-term success  
  
- Maintained consistent, reliable client support structures   
- Planned ahead for upgrades, releases and longer-term projects  
- Gathered detailed requests for fixes, improvements and additions to the system and helped to organize implementation strategy  
- Lead meetings to demonstrate progress, collect project stakeholder requirements/plans and organize next steps for team members  
  
- Served as a primary Sys-Admin representative to coordinate business needs within Salesforce, including projects utilizing Sales Cloud, Service Cloud and Non-Profit Cloud  
- Provided system administrative support for internal users and customer-facing Salesforce environments, including and especially related to permissions, security and UI/UX  
- Applied configuration changes including and especially related to apps, objects, fields, layouts, workflows, process builder, assignment rules, approvals, dashboards and reporting  
- Implemented functions including process automation, user maintenance, validation rules, changeset deployment, etc.

**Private Tutor**   
Self Employed *June 2006 - Present*

- Tutored Writing, Sciences, Social Studies, Math and more at a Middle/School/High School/College Prep level  
- Engaged with students to maximize learning according to their existing frameworks of understanding and individual strengths   
- Worked with clients on a case-by-case basis to improve efficiency and collaborate on organization structures

**Technical Recruiter & Business Support**   
Sairoop Technologies *August 2015 – 2020*

- Maintained an outgoing, positive attitude while utilizing problem solving, critical thinking and analytical skills to fill client requisitions  
- Researched and defined job descriptions for open positions related to IT, software development and Product management  
- Organized, tracked and evaluated promising candidates through the pipeline into a well-fitting position  
- Oversaw public-facing outreach, engagement and content  
- Managed client relationships

**IT Associate**  
Mountainside Medical *March 2013 – August 2015*

- Provided IT support to management, office and manufacturing employees across multiple campuses   
- Implemented and maintained Windows and -nix servers   
- Engaged in solution development for current/potential issues

**Programmatic Intern**   
SpotXchange *December 2012 – March 2013*

- Reviewed and maintained the classification system for creative pieces in the SpotXchange’s Quarantine product  
- Took independent initiative in providing feedback and analysis to maximize efficiency

**Technical Recruiter**   
Technical Integrity *2011-2012*

- Worked with stakeholders to optimize recruitment pipeline  
- Aligned, screened and matched candidates with staffing needs   
- Contacted and reviewed candidates to assess how well positions may match their abilities and requirements  
- Coordinated and conducted candidate interviews to verify fit

**Therapeutic Recreational Instructor**   
Imagine! Colorado *2011*

- Supervising therapeutic recreational activities for participants, Adults and Children, with mental disabilities  
- Engaged in goals-and-growth-based interaction and oversaw the implementation of therapeutic plans

# **Certifications**

**Salesforce Certified Administrator**  *May 2020*  
**Salesforce Certified Advanced Administrator** Expected *June 2022*

# **Skills**

Project Management, Training/tutoring, Editing, Writing, Proofreading, Microsoft Teams, Word, Excel (Pivot Tables, Formulas, VBA), C++, Java, CSS, HTML, Python