Sam Pomarico

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WORK EXPERIENCE

Enterprise Data Management Data Analyst — Syndigo, Remote

February 2019 - Present

- Design retail data workflows and consumption process based off clients' business process needs. Promoted to manage the workflow of one of the company's largest client.
- Analyze issues related to data, processes, and feeds, to find systemic solutions. Self-manage the research, solution implementation, and client communication
- Monitor data quality for continuous improvement and automation opportunities, profiling logic for optimal impact
- Communicate all workflow updates, enhancements, and bug fixes to clients in a timely manner, providing guidance on the impacts to the clients and their vendors

Solutions Analyst II, Solutions Analyst I — Syndigo, Nashville, TN

October 2017 - February 2019

- Implemented new Salesforce and business processes to reduce support queue size by 90%, decreased the team average response time to less than two hours
- Promoted to Tier II to oversee team metrics and performance exceeding company metrics every quarter of 2018
- Regulate the triage of all escalated cases between the QA and development teams. Established Salesforce process to more accurately capture and report on bugs
- Trained all new team members

Senior Account Manager, Account Manager — TechnologyAdvice, Nashville, TN

September 2015 - October 2017

- Managed lead generation programs for all accounts from contract to final delivery. Responsible for accounts worth 33% of outbound revenue
- Led process to apply logic updates to our proprietary software, cutting down program creation time by 75%
- Managed an average of 150 programs a quarter
- Promoted to Senior Account Manager, oversaw ensuring all active programs were meeting deadlines and company revenue goals. Exceeded company revenue goals

SKILLS

PROGRAMMING LANGUAGES

- **C#**
- **JavaScript**
- **HTML5/CSS3**
- **SQL**

FRAMEWORKS

- **ASP.NET Core MVC**
- **AngularJS**

DATABASES & LIBRARIES

- **MySQL**
- **EntityFrameworkCore**
- **Identity**

TOOLS

- **Jira**
- **Git/Github**
- **Postman**
- **Agile**
- **Razor Views**
- **Visio**
- **Salesforce**

AWARDS

Lovell Ethics Advocacy Award for an essay written on the ethics of public relations campaigns for private health insurance

PROJECT EXPERIENCE

SurveryCentral — Education Test Creation App

- Designed and built an app with team of four others that allows teachers to create tests for their students.
- Utilized a tech stack of C#, Javascript, Angular, MySQL, and Razor pages

EDUCATION

LaunchCode, LC101 Programming Course — 2020/2021

Belmont University, BS, Public Relations — 2015

Enterprise Data Analyst in Kansas City, KS
I'm passionate about using technology to solve problems and simplify processes to allow people to focus on their passions and continuous improvement without being held back by outdated technology and manual processes.