Eric Wunderlich

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Professional Experience

WageWorks   **Sept 2013 – present**
Product/Data Support Engineer

- Respond to technical issues from various business departments and relationship managers to provide third tier support for escalated and non-repetitive data issues.
- Analyze, identify and resolve data issues related to failed data integrity issues with claims processing by creating scripts to resolve data conditions in an efficient manner in accordance with established Service Level Agreements
- Monitor the processing of imported and exported data to and from clients/vendors.
- Monitor automated core business processes. Respond to failures and troubleshoot them to completion off-hours
- Create reports to represent marketing data, IT Security violations, and a variety of other business needs.
- Day-to-day completing internal cases within department SLAs: SQL scripting, reporting using custom queries
- Handle confidential information in accordance to HIPAA (including card data) and interact professionally with internal and external clients, vendors, and third party administrators

Technical Experience

Projects

- Card Server Migration (2014): Assisted with Server Team in testing department applications impacted by migration to a new server. SQL, Remote Desktop
- AppWorx Upgrade (2015): UAT (User Acceptance Testing) of automation scheduler functionality for application update to new version. SQL
- Oracle 12c Upgrade (2015): UAT of all applications and processes that are impacted by Oracle upgrade. SQL

Technical Skills

Languages:	SQL, PL/SQL, C#, HTML, CSS, JavaScript, JQuery
Environments:	Windows 7, Mac OSX
Applications:	Toad for Oracle, Microsoft Word, Excel, PowerPoint, Remote Desktop, AppWorx, Visio, Visual Studio 2010, SQL Developer, SAP NetWeaver and Visual Composer

Education

University of Wisconsin-Milwaukee
Bachelor of Business Administration
Major: Information Technology Management   GPA: 2.95   May 2013

Related coursework: Visual System Development, Object Oriented Systems Development, Data Base Management Systems, Systems Analysis and Design, ITM Project Management, Introduction to eBusiness, Global Information Technology, IT Business Infrastructure