Eric Um

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Career Summary

Professional Salesforce Application Analyst with 3 years of experience at Acadia Healthcare, a leading provider in behavioral healthcare services. Beyond my daytime role, I dedicate my time to in-depth studies in data engineering, strengthening my knowledge in both front-end and back-end development. This is demonstrated by my **website** created using JavaScript, CSS, and HTML.

Technical Skills

Data Engineering | ETL/ELT, API Integration, Data Analysis

Programming | Python, SQL, JavaScript, HTML, CSS

Database Management | PostgreSQL, Azure SQL Database, Azure Blob Storage, Azure Data lake

Cloud Platforms | Microsoft Azure, Azure Synapse Analytics, Azure Data Factory

Work Experience

Salesforce Application Analyst

Acadia Healthcare - Franklin, TN | 05/2021 - Current

- Developed a Salesforce flow to streamline the provisioning of inactive users, reducing administrative workload by 20%.
- Devised Excel-based system for precise onboarding of intake and business users, ensuring accurate access granting.
- Support nearly 3,000 users in Business Development and Admissions/Intake, enhancing Salesforce engagement.
- Collaborated on test scripts using Azure DevOps, ensuring thorough testing of new features and enhancements.

Service Desk Analyst

Acadia Healthcare - Nashville, TN | 09/2020 - 05/2021

- Developed an accelerated 17-page training guide with a comprehensive table of contents for new hires, enabling efficient onboarding and rapid familiarity with key technologies and challenges.
- Resolved 1000+ tickets, promptly diagnosing and solving hardware and software issues, ensuring efficient solutions and strong customer service.

Education & Certifications

Motlow Community College

Associate of Information Technology Major Cyber Security

Microsoft Certified

- DP 900 - Azure Data Fundamentals
- DP 203 - Azure Data Engineer Associate

Data Engineering & Web Projects

ETL Anxiety & Depression Symptoms Data

Description: Employed ETL processes to analyze depression data, exploring race-related differences in anxiety and depression symptoms to identify trends.

Tools Used: CDC API, Visual Studio with Python, PostgreSQL, pgAdmin4, Flourish

Achievements:
- Gathered authoritative data on anxiety and depression symptoms through CDC API.
- Leveraged Visual Studio with Python for efficient data extraction, transformation, and loading.
- Implemented PostgreSQL as a reliable data storage solution.
- Utilized pgAdmin4 for seamless data querying and management.
- Created engaging visual graphs for data representation using Flourish.

Google API Integration for Houston Restaurants

Description: Integrated Google API to retrieve data on Houston restaurants, utilizing Azure data tools to process and analyze API data.

Tools Used: Google Places API, Visual Studio, Azure Pipelines, Azure Synapse Studio, Flourish

Achievements:
- Obtained comprehensive data on Houston restaurants through Google Places API.
- Applied Visual Studio for effective data extraction and preparation for database storage.
- Facilitated data transformation and loading into the data lake with Azure Pipelines.
- Utilized Azure Synapse Studio for creating SQL scripts to refine and analyze data.
- Created a visual chart for clear data representation using Flourish.

Web Portfolio with Data Engineering Projects

Description: Developed a web portfolio showcasing various data engineering projects, emphasizing front-end skills and data-driven solutions..

Tools Used: Visual Studio, Azure Storage Account, Azure Static Website

Achievements:
- Created a front-end website using HTML, CSS, and JavaScript using Visual Studio.
- Utilized Azure Storage Account for data management and hosting of the static website.
- Deployed and served static web content using Azure Static Website.