Eric Um

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CAREER SUMMARY

Professional Salesforce Application Analyst with 3 years of Healthcare IT experience at Acadia Healthcare, a leading provider in behavioral healthcare services.

TECHNICAL SKILLS & PLATFORMS

Programming | Python, SQL, JavaScript, HTML, CSS

Database | PostgreSQL, Azure SQL Database, Azure Blob Storage, Azure Data Lake, Data Warehouse

Cloud Platforms | Microsoft Azure, Azure Synapse Analytics, Azure Data Factory (ADF)

Project Management and ITSM Software | Azure DevOps, Liquid Planner, Ivanti, Notion

Version Control | Git, Github

WORK EXPERIENCE

Salesforce Application Analyst   May 2021 - Present
Acadia Healthcare, Franklin, TN

- Designed and managed Salesforce flows to streamline user provisioning processes, 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.
- Proactively developed and executed test scripts via Azure DevOps to ensure bug-free new feature implementations, helping meet sprint deadlines and ensuring application success.

Service Desk Analyst   September 2020 – May 2021
Acadia Healthcare, Nashville, TN

- Created 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

Associate of Information Technology - Cyber Security
Motlow Community College

DP 900 - Azure Data Fundamentals
Microsoft Certification

DP 203 - Azure Data Engineer Associate
Microsoft Certification

PERSONAL PROJECTS

Extract, Transform, Load Anxiety & Depression Symptoms Data [View Github]

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 [View Github]

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 [View Github]

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.