

Eric Um

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Career Summary

Salesforce professional by day with 3 years of experience in healthcare and IT at Acadia Healthcare, a national leader in behavioral healthcare. By night, Data Engineer leveraging Azure resources to store, transform, and load data. Analyzing different data to gain meaningful insights!

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.
- Supported 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