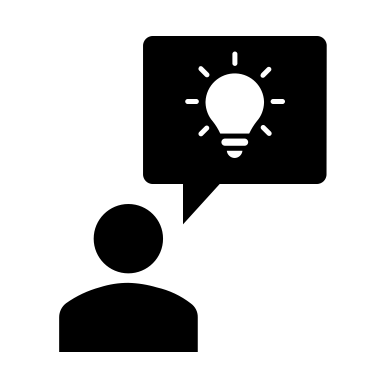
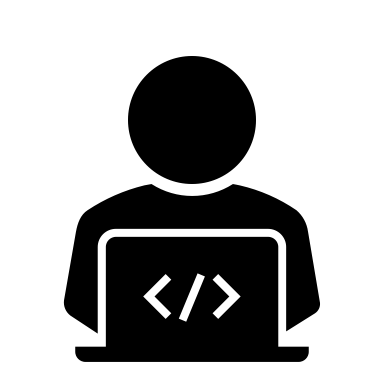
**Eric Um**

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**Career Summary**

Salesforce professional with 3 years of healthcare and IT experience at Acadia Healthcare, a national leader in behavioral healthcare. My engagement with Salesforce has cultivated a keen interest in data. Eager to advance my skills in the direction of data and contribute positively as I continue to evolve.

**Technical Skills**

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

**Programming** |Python, SQL, JavaScript, HTML, CSS

**Database Management** | PostgreSQL, pgAdmin4, Azure SQL Database

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

**Work Experience**

**Salesforce Application Analyst** Acadia Healthcare - Franklin, TN | 05/2021 - Current

* Implemented data flow to optimize provisioning of inactive users, reducing admin support by 20%.
* Formulated a comprehensive Excel-based user setup system to ensure accurate onboarding of intake and business users when granting appropriate access to the applications.
* Provided data support to over 1000 users in the areas of Business Development and Admissions/Intake, enhancing user engagement in Salesforce.
* Collaborate on test scripts with development and configuration teams using Azure DevOps. Ensure comprehensive testing of new features, enhancements, and changes in application.

**Service Desk Analyst** Acadia Healthcare - Nashville, TN | 09/2020 - 05/2021

* Developed comprehensive training documentation and guides for the onboarding process, ensuring the successful preparation and development of new employees.
* Addressed and resolved more than 1000 tickets, offering detailed information and effective solutions to various user issues.

**Maintenance Assistant/Assembler** Johnson Controls - Murfreesboro, TN | 03/2014 – 07/2016

* Developed mitigation strategies to meet OSHA standards, ensuring a safe work environment.
* Designed innovative tools to increase production efficiency and employee safety.

**Education & Certifications**

**Motlow Community College** |Associate of Information Technology Major Cyber Security

**DP - 900** | Microsoft Certified: Azure Data Fundamentals

**DP - 203** | Microsoft Certified: Azure Data Engineer Associate

**Technical Projects**

1. **ETL Anxiety & Depression Symptoms Data**

Use ETL process on depression data to explore race-related differences in anxiety and depression symptoms to analyze trends over the years related, and identify regions with a higher prevalence of symptoms.

**Resources Used:**

* CDC API: Gathered authoritative data on anxiety and depression symptoms.
* Visual Studio with Python: Leveraged for efficient data extraction, transformation, and loading.
* PostgreSQL: Chosen as the reliable data storage solution.
* pgAdmin4: Utilized for seamless data querying and management.
* Flourish: Applied to create engaging visual graphs for data representation.

1. **Google API Integration for Houston Restaurants**

Integrating Google API to retrieve data on Houston restaurants. Utilizing Azure data tools to move the API data to Azure Data Warehouse, gaining insights into top-rated restaurants, focusing on highly rated and budget-friendly options.

**Resources Used:**

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

1. **Web Portfolio with Data Engineering Projects**

Web portfolio showcasing various data engineering projects. Highlighting front-end skills while presenting data-driven projects. <https://umericdev.z19.web.core.windows.net/>

**Resources Used:**

* Visual Studio: Employed to create a front-end website using HTML, CSS, and JavaScript.
* Azure Storage Account: Utilized for data management and hosting of the static website.
* Azure Static Website: Used to deploy and serve the static web content.