

SKILLS

- Proficient in many coding languages and operating systems SQL, Python, C#; Windows, Mac, Linux.
- Intricate familiarity with Microsoft, Google, and Apple suites, Salesforce, Zoom, Slack, and a multitude of other professional SaaS platforms; adept at hardware and software deployment (laptops, desktops, printers).
- Strong troubleshooting, communication, and customer service skills; highly organized with keen attention to detail.

WORK EXPERIENCE

Farmhaus, Lee, MA

Database Administrator

January 2024 to Present

- Introduced concept and implemented MySQL database for information storage and analysis.
- Rapidly assimilated critical database management skills, effectively supporting and optimizing database performance and contributing to system stability in a high-paced environment.
- Initiated the adoption of automation for routine database maintenance tasks, demonstrating proactiveness and a forward-thinking approach to efficiency and accuracy.
- Engaged in continuous self-education on database technologies and best practices.

Payscale, Seattle, WA

Data Manager II

March 2021 to January 2024

- Handled the comprehensive collection, verification, preparation, and construction of accurate compensation survey data files for Payscale systems, ensuring adherence to advanced guidelines and standards.
- Developed complex formulas, macros, and scripts, in Microsoft Excel, VBA(Visual Basic), Python, and C# to streamline data reformatting and improve the efficiency of PayScale database imports.
- Oversaw inventory management, ticket completion, and case resolution.
- Reviewed and analyzed the survey data management processes for a broad range of surveys and publishers, introducing improvements and best practices.

Payfactors Group, Braintree, MA

Data Manager I

February 2019 to March 2021

- Assisted in collecting, verifying, and preparing compensation survey data files for import into the company database.
- Utilized Excel formulas and basic tools to perform Extract Transform Load (ETL) procedures.
- Contributed to inventory tracking and case management, maintaining accurate lists and control records for source audits.
- Supported the execution of survey data management processes under guidance, focusing on assigned surveys and publishers.

Professional Services Associate

January 2017 to February 2019

- Handled client data processing and configuration, ensuring seamless application and UI integration.
- Provided customer support, data updates, and product training.

UPS, Norwood, MA

Supervisor

August 2016 to December 2016

- Served as liaison between department and corporate, ensuring prompt resolution of tasks and concerns.

PetSmart, Walpole, MA

Sales Associate/Stocker

May 2015 to July 2016

- Managed in-person customer service, PoS operations, inventory, and store displays/shipments.

GYO, Cambridge, MA

Sales Associate > Manager

June 2011 to February 2013 > March 2013 to May 2015

- Oversaw retail operations encompassing staff management (hiring, training, reviews), loss prevention, and coordinated comprehensive inventory management, including vendor relations and customer special requests.
- Proficient in QuickBooks PoS and managed weekly inventory deliveries; Advised customers on horticultural projects.

EDUCATION

CompTIA A+ IT Certification

March 2016

University of Massachusetts - Boston, Dorchester, MA

September 2012 to March 2014

Boston College High School, Dorchester, MA

September 2009 to May 2012