Justine D.

Canton , CT
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PROFILE

An experienced software implementer with a broad range of skills able to add value in a Business Analyst, Business Intelligence or Software Testing capacity.

KEY SKILLS AND COMPETENCIES

- Consensus Builder and Team Player
- Resourceful, Detail Oriented, Curious, Complex Problem Solver
- Approachable and flexible
- Data Transformation and Migration - SSIS, Scribe, TSQL
- Software Training
- General SQL Expertise - SQL Server, TSQL, SSRS, SSIS
- Query Building and Reporting - Crystal Reports/Business Objects, SSRS, other proprietary builders
- Experience Debugging - VB, .Net, HQL, XML, etc
- Generally proficient with object oriented programming tools - MS Access, Infor Architect, VB.NET
- Familiar with website content management systems - Umbraco, Infor Web Architect, WordPress

PROFESSIONAL EXPERIENCE

JLD Technologies Inc, Denver, CO (6 years)   *Independent Data and Reporting Consultant*
- Supported 4 different clients as an independent consultant on data and reporting projects.
- Created SQL data integration packages (SSIS) to automatically import call center transactional CSV data into a reporting database. Developed reports with SQL Reporting Services (SSRS).
- Developed custom lending compliance reports and XML data for upload to federal reporting system.
- Configured Knowledgesync to distribute reports and notify management about data anomalies.
- Upgraded and tested Crystal reports when a new major version of Business Objects was released.
- Generated charts and XML code necessary to support online web dashboard application.
- Developed several standard reports for a web based inventory management software package.
- Prepared investor and property excel data for import into SalesForce.

MortgageIQ/CRMnow, Aliso Viejo, CA (15 years - Current)   *Sr. Business Analyst*
Technical lead on 50+ Customer Relationship Management implementations in various industries including Finance, Asset Management, Software Sales, Printing, Medical Devices and Executive Recruiting. Manage developers and report to Project Manager/VP Client services.
- Interview workers and project stakeholders to determine what information is processed and how it is processed. Develop specifications for customized Infor (Saleslogix) CRM system, backend data integration points, custom reports and business intelligence dashboards.
- Confer with systems analysts, engineers, programmers and others to obtain information on project limitations and capabilities, hardware requirements and interfaces. Document cost estimates and cost saving alternatives.
- Manage CRM technicians and developers to direct software programming and testing.
- Develop custom data validation scripts and system testing procedures.
- Prepare and review progress reports with project stakeholders.
- Conduct classroom or web based training on new software.

- Consult with customers on an on-going basis after software implementation to determine new custom reporting and interface development needs. Write and estimate new proposals. Monitor high priority technical issues.

MortgageIQ/CRMnow, Aliso Viejo, CA (4 years)   *Technician/Support Desk*
Resolved support tickets and built system customizations to spec. Trained and supported software users as needed.
- Installed, configured and customized Telemagic, Goldmine and Saleslogix CRM systems.
- Developed and executed data conversion/migration scripts. Frequently under tight deadlines and overnight during system down times.
- Answered user inquiries regarding software usage, data queries and reports.
- Generated custom reports summarizing client data for review by executives, managers, and other stakeholders.

Marvin F. Poer and Company, Irvine, CA (2 years)   *Marketing Support Analyst*
- Implemented new Goldmine CRM system and marketing processes.
- Trained all users in use of CRM software.
- Provided technical support to users and escalated to CRM vendors.
- Researched lead quality and built sales database.
- Managed design and distribution of targeted marketing collateral.

COMMUNITY EXPERIENCE
Mothers of Multiples Denver, Member (6 years)
- Supported and mentored other mothers with twins or more.
- Worked on committee to organize and market annual consignment sale.

Junior Achievement Denver, Class facilitator (2 years)
Promote and teach financial literacy in K-12 classrooms thru hands on experiments.
- Facilitator for 2nd grade classrooms. Led exercises that introduced the students to communities, taxes and entrepreneurship thru games and discussion.

EDUCATION AND CERTIFICATION

BA, International Relations **–** University of California, Davis
BA, French **–** University of California, Davis
Saleslogix Certified Trainer / Engineer / Developer / Implementer
Infor v8.1 Certified Implementer
MCSA Business Intelligence SQL Server 2016 - CED Solutions, Atlanta GA (Cert in process)

PUBLICATIONS
- How Agile is your Marketing & Sales Team? 5 Characteristics of Agile High Performing Teams

INTERESTS
- Water and Snow Skiing
- Cooking and Entertaining
- Roasting s'mores by the firepit on warm summer evenings