

## SUMMARY

Analytical and logical thinker with strong attention to detail seeks short or long-term projects to implement CRM solutions or design reports based on databases. Unique ability to quickly understand client's business processes and translate it to technical needs.

## RELEVANT EXPERIENCE

- **CRM – 8 years** experience consulting on CRM applications including **GoldMine**, and **ACT!** Working knowledge of **Microsoft CRM**.
- **Database Development – 10 years** experience designing, developing and implementing custom databases using **SQL Server**, **Microsoft Access**. Some **Visual Basic**.
- **Reporting – 8 years** experience designing **Crystal Reports**, **GoldMine Reports**, **MasterMine**.
- **Database Administration – 3 years** experience managing **Microsoft SQL** databases; **over 10 years** working in **Microsoft Excel** on large lists of data using advanced formulas.
- **Network/PC Knowledge – over 13 years** experience troubleshooting and working with Windows environments including **Windows XP**, **Windows NT**, **Windows Server 2003**.

## EMPLOYMENT HISTORY

9/01 - Present Solutus, Seattle

**Owner/Consultant**  
**Certified GoldMine Technician**

- Pre-sales qualification and demonstration to CRM prospects.
- Needs analysis and consultation.
- Implementing and customizing ACT! and GoldMine
- Training end users.
- Creating complex Automate Process systems.
- Installing and configuring SQL Server.
- Custom data mapping and migration utilizing GoldBox.
- Gathering information and verify data integrity using SQL queries.
- Designing Crystal Reports to retrieve specific data.
- Exporting specific data to Excel/pivot tables using Microsoft Query.
- Implementing wireless networks, general PC repair and upgrades
- Training on Microsoft Office and Windows XP.
- Technical Support