ALAN PAULEY

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WORK EXPERIENCE

University of Southern California, Stevens Center for Innovation   June 2014 – Present
Office Technology Specialist
- Started role mid-data migration from one database (Inteum) to another (Sophia). Quickly assessed situation and took charge to ensure a smooth transition with minimal data errors over the span of less than 2 months.
- Quickly learned SQL on the job to bring office up to speed with reporting needs. Have written upwards of 300 custom reports used for reporting internally, as well as externally to high profile end users such as USC Deans and the President's Office.
- Single-handedly perform data audits regularly to find missing and bad data. Coordinate efforts to correct data and conduct office-wide training to 15+ individuals and a regularly rotating staff of interns to ensure correct data input into the database.
- Create documentation and flowcharts for office and conduct regular training sessions to entire office staff.
- Oversee and manage database of technologies, patents, licenses, and inventors – totaling over 100,000 person records, 30,000 object records, and revenues and expenses totaling upwards of $100 million.
- Manage Online Invention Disclosure portal which services over 500 faculty and staff annually - troubleshooting errors, setting permissions, and keeping an eye out for areas of improvement. Spearheaded effort to modify process to allow for better customer service and quicker turnaround, all while maintaining the highest level of security.
- Communicate regularly with staff, sister institutions, and database host to ensure that all needs are being met, all issues and enhancement suggestions are being addressed, and that our office stays on top of all cutting edge technology solutions.

Pepperdine University, Office of Admissions   July 2008 – June 2014
Admission Data & Communication Coordinator
- Played a vital role in data and system integrations to move office forward with cutting edge technology. Implementation of Salesforce system was estimated at 1.5-2 years, was completed just short of 1 year. As a power user, I created documentation and helped train over 20 employees to onboard this new CRM (Customer Relationship Management) system department wide, troubleshooting any new problems as they emerged.
- Managed the database of prospects and applicants, a population of over 200,000 individuals, manipulating data structure to import from various sources. Created and ran reports to analyze data and ensure marketing efforts are yielding the ROI aimed for.
- Responsible for running monthly regression tests, looking for errors or technical problems within system of record, People Soft, all while maintaining a keen eye for details, looking for ways to further improve operations, and communicating results with multiple offices.
- Quickly learned apex language, code used for SalesForce, in order to code the system on the back end, further improving customer service experience on the front end.
- Implemented numerous strategies to increase university communication efficiency and applicant yield rate, playing a key role in increasing annual applications received from ~8,000 to over 10,000 per year.
- Honed project management skills while working on aggressive communication deadlines in regard to application cycles. Coordinated large projects among many departments, vendors, and employees to ensure a seamless end product for the customer.
- Coordinated both hardcopy and electronic mailings to increase university reach totaling over 1 million communications sent annually to over 100 countries.

EDUCATION

California State University, Fullerton   May 2008
Bachelor of Arts, Liberal Studies

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ACTIVITIES
- Undertook various Computer Science courses while pursing Liberal Studies undergraduate degree (Computer Science, Information Systems/Programming, Pascal, Java Programming).
- Continually participate in online programming courses and self-training in order to further technological education totaling upwards of 1,500 hours (Textbooks, Coursera, Udemy, Udacity, Code Academy).
- Utilize web development to enhance knowledge of integrating languages (Python, JavaScript, SQL, XML, JQuery, CSS, HTML, PHP, Ruby, Node.JS).
- Create and design programs to use technical skillset in non-work related atmosphere (C, C#, Java, .NET, Visual Studio, Windows Applications Forms, XNA, Unity, Adobe Suite, Macromedia Suite).

SKILLS
- Excel in the following languages: C#, SQL, JavaScript, HTML, CSS.
- Proficient in the following languages: XML, C, Python, JQuery, PHP.
- Skilled in SalesForce, People Soft CRM, Sophia KMS, Visual Studio, Adobe Suite, Macromedia Suite, and Microsoft Suite.
- Adaptable to learning new languages and programs quickly to increase work proficiency and output. Challenge self to learn new coding languages to gain a broader knowledge of syntax and integration.
- Work well in a team environment and on own; Have strong communication and analytical skills, both with employees and customers, in order to offer the best customer service and build positive relationships.
- Multitask well and work efficiently under heavy deadlines, with a desire to continually increase my responsibilities.

STRENGTHS FINDER
1. Relator
2. Positivity
3. Includer
4. Futuristic
5. Adaptability