Professional Summary

**Experienced in data and client support** with strong consultative, analytical, and problem-solving skills. My goal is to help businesses understand their needs and deliver tailored solutions that drive efficiency, innovation, and growth.

**Key Skills & Expertise:**

* Power BI, Salesforce, Excel, Power Query, SAP
* Familiar with SQL, PHP, PowerShell, etc.
* Database Support, APIs, Perl, UI/UX Design, Analytics
* Graphic Design, Branding, Copywriting, and Production

**Strengths & Approach:**

* Ready to tackle projects whether clearly documented or loosely defined.
* Able to collaborate with team members to clarify goals and deliver results.
* Skilled in identifying solutions where opportunities for innovation are untapped.
* With a background in programming, IT, and user experience, I can automate data and streamline processes for maximum efficiency.

I thrive in dynamic environments and am committed to delivering impactful solutions. I'd love the opportunity to contribute to your team. See my full resume below.

Best,

Matthew Shockey

[DataSpecialist.exnomad.com](https://DataSpecialist.exnomad.com/)
networking.mailbag@exnomad.com | Call 865-963-8409

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 **Database Technician & Programmer**

**Schneider Electric · Contract | Oct 2022 - Aug 2024**

Transitioned data systems to SAP and created automation tools to streamline operations.

* Developed an Excel purchasing app to resolve complex model configurations, eliminating the need to manually maintain 100+ interdependent spreadsheets.
* Integrated Change Tracker to automate SAP and sales portal configurations.
* Handled various data conversions, lookups, and product matrices.

  *Skills: SAP · Microsoft Excel · Data Automation · Video Presentation*

**Salesforce Certified Administrator**

**Project Based, Hourly, & On-Call Support · Freelance | Jun 2022 - Present**

Provided support for data management, custom app development, and automation within Salesforce environment. See credentials: <https://trailblazer.me/id/DataSpecialist>

* Developed automated processes for client workflows.
* Provided support for third-party app integration.
* Designed and integrated Project Management and Support Ticket system.
* Created reports and dashboard for better insights.

  *Skills: Salesforce · Data Loader · Power Query · Slack · Zapier*

**Application Clerk & Office Support**

**TN Department of Human Services · Contract | Mar 2022 - Jun 2022**

Helped clients with their application and case documents.

* Developed address extraction and self-mailer process to improve delivery.
* Set up user interface on a virtual terminal for record inquiries.
* Conducted research on TN.gov to compile and centralize relevant resources.
* Played a key role in transitioning office to a new Customer Kiosk system and created an Excel dashboard for usage/evaluation reports.

  *Skills: Microsoft Excel · IBM Terminal Software · Apple OS (iPad)*

Featured Work

* **Power Query Demo:** [File Listings in Excel & Power BI? Use Power Query!](https://youtu.be/uLAs_IiLAU8)
* **Salesforce Overview:** [Complete Map for Salesforce Administrators](https://youtu.be/rTI7uMhx8IA)
* **PHP + CSS for Plugin:** [Essential Foto – The Gallery for Any Website](https://livedemo-jp.essentialfoto.com/)

Education

**Salesforce Certified Administrator**

**Salesforce -** [**Trailhead.Salesforce.com**](https://trailblazer.me/id/DataSpecialist)

CRM Database Management, Security Specialist, Business Admin Specialist

**SAP ERP and SAP SD**

**LinkedIn Learning -** [**LinkedIn.com/learning**](https://linkedin.com/in/matthew-shockey/details/certifications)

Introductory Courses in Enterprise Resource Planning and Sales & Distribution

**Diploma in Microcomputers and Microprocessors**

**NRI Technical School - Washington, DC**

Skills

**Data:** Salesforce, Power BI, SAP, Excel, Power Query. Familiar with SQL and PowerShell.

**Interface:** API, CGI, FTP, SSH, IBM Terminal Software, Zapier, SynXis HRS.

**Programming:** Perl. Familiar with PHP, JavaScript, and SVN Version Control.

**Web Hosting:** WHM + cPanel, Interworx, WordPress, HTML+CSS, SEO/SEM.

**Production:** Blender 3D (Familiar), CAD, CNC Plotting / DXF Files, Blueprints.

**Video:** KdenLive, iMovie, OBS Studio, Audacity, Microsoft Power Point.

**Graphic Design:** Adobe Photoshop, CorelDraw, Inkscape, Gimp, NexusFont.

**Marketing:** Copywriting/Editing, Cover Art, Logo Design, Illustration.

**Office:** Microsoft 365, Libre Office, Teams, Slack, Windows OS, Linux OS, etc.

**Support:** Troubleshooting, IT Support, Customer Service.

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