

Juan Carlos Sanchez

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213.840.3843
Las Vegas, NV

SKILLS

Project Management
Strategic Planning
Public Speaking
Facilitation
Photoshop
Mongoose
JavaScript
MongoDB
Illustrator
Zendesk
NodeJS
SCRUM
Express
MySQL
Github
Python
HTML
Bash
CSS
Jira
Git

Languages

Native Spanish Speaker
Beginner Japanese
Intermediate Zapotec

ABOUT ME

An experienced, adaptable, and creative business process analyst looking to join a team that thrives on getting things done. I'm excited to take my depth of skills and creativity in nonprofits and startups to an established tech company.

PROFESSIONAL EXPERIENCE

MerusCase (Dec '17 - Present)

MANAGER, DATA MIGRATIONS (Jan '23 - Now) | Remote

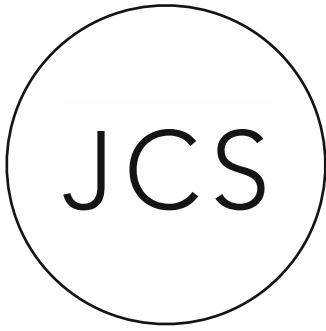
- Spearheaded the development and implementation of a seamless integration between Salesforce and Trello using Python and respective APIs
- Orchestrated a fully automated project timeline within Trello, ensuring systematic organization and tracking of project tasks and milestones, as well as increasing efficiency and subsequently cutting down on project timelines
- Contribute to increased project transparency, allowing stakeholders to access real-time updates and progress reports
- Assumed a leadership role in reviewing and approving MySQL queries submitted by lower-tier support engineers
- Foster collaboration and knowledge-sharing within the team, contributing to a more streamlined and effective support process

SENIOR DATA MIGRATION COORDINATOR (Jan '20 - Now) | Remote

- Department lead in charge of migrating enterprise level clients
- Streamlined client migration process by developing internal project management protocols for coordinators
- Directed migration team through two company acquisitions and provided customer success support in the capacity of lead support engineer through use of MySQL for investigations and client reports or requests
- Ran migration scripts for document directory migrations and client account separations/mergers
- Coordinated between migration engineers and clients to meet agreed milestones by facilitating client system usage discovery screen shares to create initial mapping tickets and investigating data discrepancy or client requests
- Copied client's data using Robocopy and transmitting to Merus's server via SSH using rsync
- Conducted company hiring interviews, trainings and onboarding for new migration staff
- Served as product advisor and championed customer needs, bridging Engineering and Product teams during sprint planning and grooming
- Developed new documentation site landing page (HTML, CSS, JS) and helped migrate existing page formats
- Designed and implemented new online customer-facing trainings and successfully transitioned company away from in-person trainings while maintaining revenue stream
- Lead REST API advisor for clients implementing third-party integrations

TECHNICAL SUPPORT SPECIALIST (Dec '17 - Dec '19) | Oakland, CA

- Lead in-person law firm advisor, specializing on onboarding clients to maximize product adoption and retention



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EDUCATION

UNIVERSITY OF CALIFORNIA,
SANTA CRUZ 2014

Bachelor of Arts
Global Information & Social
Enterprise Studies

Concentrations:
Computer Science,
Human Computer Interaction

AWARDS

Paradigm Customer Obsession
Award (2020):
Recognized out of 3 separate
companies for exemplifying one of
five core values

- Served as on-premise to cloud migration coordinator
- Developed, tested, and launched new training program for application
- Provided clients with technical support over the phone, email and on-site for customer success and retention
- Maintained and deployed documentation, as well as product landing pages (HTML, CSS, JS, Jekyll, Git, Bash)
- Provided clients with API implementation advice
- Logged bugs and feature request/enhancement tickets (GitHub)
- Provided QA with production release checks
- Assisted support staff with handling low level database related tickets for client reports

NGOs, Small Businesses, and Political Campaign Consultant

(2018 - Now) | Remote

- Digital security advisor, trainer, and general IT support
- Facilitated design and branding strategy
- Designed and created collateral
- Website design, development, and management

Aspiration Tech (Jan '15 - Dec '17)

TECHNOLOGY CAPACITY BUILDER | San Francisco, CA

- Created and facilitated bilingual workshops for non-profit staff across California on open source technology and digital security literacy
- Managed and organized yearly event: The California Nonprofit Technology Festival, supporting dozens of small community NGOs
- Maintained program web pages (Drupal) and provided general Mac/Linux/Windows support for Aspiration staff and nonprofit partners
- Supervised and mentored program interns

Parents Accessing Technology and Computers (Aug '10 - May '14)

CO-FOUNDER | Watsonville, CA

- Co-Founded a program sponsored by the Pajaro Valley School District to establish a year round computer literacy classes for the Spanish speaking migrant community
- Responsible for building out the curriculum and lesson plans based on the school district's shift towards cloud based classroom management applications
- Mentored and managed new program instructors

Everett Program (Jan '10 - June '14)

EVERETT FELLOW | Santa Cruz, CA

- Facilitated tech classes and project labs on hardware, web design, CMS, and open source projects
- Mentored students in the program
- Designed award-winning tech education lab for Spanish-speaking parents in Watsonville