

Whitney Schopf

MCP, Systems Engineer

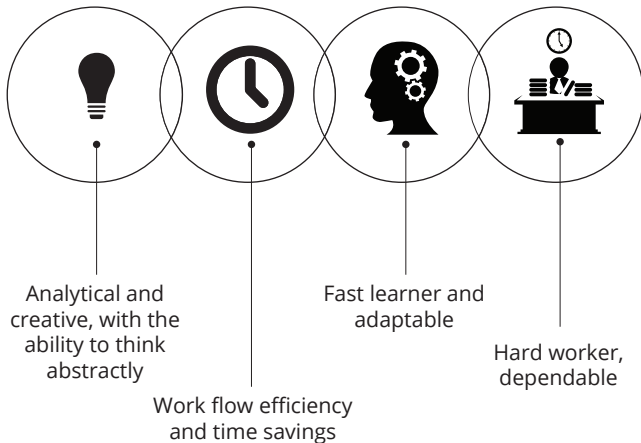
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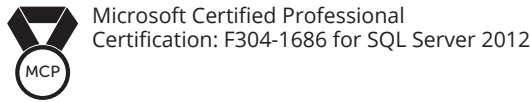
TECHNOLOGY SKILLS

Technology	Knowledge / Experience
C# / .NET	Language, OOP
Visual Studio	Console /form dev, some MVC
SQL	Development, administration
Reporting	Power Bi, Crystal Reports
Hardware	Build, image, deploy, maintain
Front end dev	HTML5, CSS
Networking	DNS, proxy, SSL, VPN, vlan
Scripting	Cmd, powershell, some bash
Source control	TFS, GIT
Proj/Cust Mgmt	JIRA, Confluence, SugarCRM

MY SPECIALTIES



CERTIFICATIONS



EDUCATION & TRAINING



WORK EXPERIENCE

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From 2018 to Current
Lead Systems Engineer
VisibiliEDI

Develop SQL solutions to meet company needs via ETL, performance monitoring and tuning, maintenance, and data integrations

Develop, deploy, and maintain robust automation packages and tools to handle a variety of tasks using RPA, shell, VS, and other technologies

Develop EDI workflows, including data import, export, data quality, feedback loops, and trading partner testing and certification

Take initiative to routinely review environment for bottlenecks, inefficiencies, and automation opportunities. Turn into projects and implement.

Monitor, maintain, and enhance systems across our domain with administration experience in Vsphere, SQL Server, Windows server and desktop, VPN, networking, AD, GPO, hardware deployment, and more

Remote worker who is dedicated, highly available, and goes above expectations by solving issues outside of working hours and holidays as needed

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From 2015 to 2018
Manager, Technical Support
Net-Rx

Vendor liaison for 30+ major pharmaceutical software vendors, and lead coordination to integrate them to our internal data platform

Lead a team of 7 technical support analysts, systems analysts, and data analysts

Routinely used SQL for BI tasks and reporting, with ETL/SSIS experience and some administration experience

Created internal tools in C# to read 835 files, perform various cleansing and file manipulations, and process automations

Provided customer service to our 4000+ members in a very busy and rapid paced support center environment using SugarCRM

Used JIRA extensively to track incidents, create enhancement story boards, monitor work-flows, and document UAT

Assisted in gap fit meetings and requirement gathering

Assisted in various risk assessment initiatives and remediation activities

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From 2004 to 2014
Manager
Sierra Compounding Pharmacy

Lead a team of pharmacists, technicians and clerks to provide outstanding community care in an outpatient setting

Developed, modified, and maintained custom billing and BI reports using Crystal Reports. Integrated these reports into a custom automated report delivery system.

Integrated multiple business systems across several APIs and databases that reduced technician data entry, improved workflows, and aided compliance.

Routinely used SQL to develop, modify, and maintain views, procedures, and functions

Installed, maintained, upgraded, and repaired computer hardware and software

Reviewed, revised, and implemented new SOPs to refine efficiency and productivity