

DANIEL A. JOHNSON, JR.

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PROFESSIONAL SUMMARY

Experienced technical professional with a marketing bent. Excellent community builder and manager with established expertise in social networking channels. Highly skilled in understanding client needs with outstanding sensitivity to problems and ability to creatively solve them. A natural leader and teacher who inspires change. Additional strengths include

- Brings out the best in others
- Outstanding communication
- Resourceful
- Strategic thinker

TECHNICAL EXPERIENCE

Platforms: Windows
Software: Microsoft Dynamics CRM, Microsoft Access, Microsoft SQL Server, Visual Basic for Applications, Microsoft Excel, Darwin 9, WordPress, HTML, MySQL, PHPMyAdmin, Twitter, Facebook, Blogger
Applications: Customer Relationship Management, Payroll Management System Components, Custom Report Generation Tools, Content Management Systems

PROFESSIONAL EXPERIENCE

ThinkWare, Inc., Cincinnati, Ohio

Business Analyst, Microsoft Dynamics CRM, and Technical Support 2010

- Set up hosted CRM organizations and user IDs in Active Directory for clients
- Built and managed custom entities and workflows involved with the CRM integration with the Microsoft Dynamics GP platform
- Resolved technical and application support issues that arose with the integration
- Trained client users on how to use CRM from the sales, service, customization and system administration perspectives
- Managed virtual server environment using Hyper-V

New Media Cincinnati, Cincinnati, Ohio

Founder and Community Manager 2007- Present

- Created community and forum for social media networking enthusiasts that meets in-person every month.
- Created and managed online presence for group (blog, social media presence) to build and nurture community.
- Organize and plan events which are considered the premiere social networking events in the region
- Mentored a group in Dayton, Ohio that uses this group as a model for building community.
- 2010 NMC Digital Go the Distance Dedication Award winner

Jazzmania Productions, Cincinnati, Ohio

Publisher, Podcaster, and Speaker

2002-Present

- Created, hosted, and produced weekly podcast series for job seekers with an average of 2500 listeners per month
- Published daily video series with answers to interview questions in 2009.
- Set up and maintained web presence for six individual WordPress installations.
- Managed search engine optimization (SEO) efforts.
- Addressed various groups on personal social media presence.

Franklin Computer Services Group, Cincinnati, Ohio

Social Media Consultant

2009- Present

- Set up podcasting clients so that their programs would show up in the iTunes podcasting directory, leading to increased exposure for their businesses.
- Advised and mentored businesses in social media strategy and implementation.

PaySourceUSA, Inc., Dayton, Ohio

Developer

2005-2009

- Developed series of scripts to provide high-level dashboard information to upper management to support better decision-making.
- Implemented server-side processing for custom reports, improving performance by 95%.
- Developed object-oriented application that transforms raw payroll information for thousands of employees from several clients into a format that can be loaded into the payroll management system, saving hours of processing time
- Developed object-oriented tools to generate custom reports for 401(k), open enrollment, and benefits auditing.
- Developed application that enables company to report Worker's Compensation information, providing documentation of compliance with regulations.
- Mentored a coworker in application development processes.
- Researched background information for potential clients to help win new business.

EDUCATION

B.S. CIVIL ENGINEERING, University of Cincinnati (1994)

Professional Practice Achievement Certificate