Anthony Malena

Business Analyst // Data Analyst // Salesforce Administrator // Project Manager

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Summary

I serve as a swiss army knife in the business arsenal, with vast experience spanning a lifetime in technology-related endeavors.

* LIFELONG COMPUTER PROFESSIONAL, with a diverse set of talents enabling analysis and solutions for Business and Technological needs.

* HIGHLY LOGICAL THINKER and SOLUTION PROVIDER, experienced in all areas of data processing. Specialization in Market Research data collection (1997-2010), Salesforce Administration/ Architecture/ Development, Business Analysis and Project Management (2010 to present).

* SOLUTION ARCHITECT, very comfortable being the go-to person for outside-the-box needs. Owned, created and operated an immensely successful local online service in the 1990s through to the 2000s before selling it's assets to various third parties.

* DETAIL-ORIENTED, accustomed to creating versatile, reusable solutions. A key player in efficient process building.

* CLEAR COMMUNICATOR and TECHNICAL-to-LAYMAN middle-man - very comfortable being the liaison between Executive, Development and Employee groups.

* EXTENDED TENURES with various-sized corporations (*see Recommendations below*). These tenures span Aerospace, Mental Health, Marketing, Data Collection, the Financial Education field and heavy Business Analysis involvement in most cases.

Skills & Expertise

Access	Database Design	Marketing	Project Management	Team Leadership
Agile Methodologies	Documentation	Microsoft Excel	Quancept	Troubleshooting
Analysis	HTML	Microsoft Office	Quantum	VBA
Analytics	IIS	Networking	RDBMS	VBScript
Attention To Detail	Information Architecture	PostgreSQL	Rally / JIRA	Visual Basic
Business Analysis	Integration	Process Improvement	Report Generation	Web Development
Business Process	JavaScript	Process Management	SQL	Windows Server
Improvement	JIRA	Product Management	Salesforce.com	*(…and many more)*
CRM	Leadership	Product Optimization	SharePoint	
DBMS	Management	Program Management	Software Documentation	
Database Administration	Market Research	Programming	System Administration	

Certifications

Salesforce Administrator (2015)
Salesforce

Scrum Product Owner (2015)
Scrum Alliance

Honors and Awards

Marketing MVP (Feb 2015)
Market Traders Institute

Marketing MVP (Aug 2014)
Market Traders Institute

Employee Of The Month (Nov 2012)
Market Traders Institute

Education

Citrus College
Computer Science, 1980 – 1987
Mentally gifted minors program (attended during Junior and High School)

Calvary Road Christian Academy
College Prep Curriculum, 1985 – 1986
Music (vocal)

Duarte High School
College prep curriculum, 1982 – 1985
Music (instrumental), computer science, computer instruction

Experience

Salesforce Consultant / Business Systems Analyst working at Deloitte Services LP (contracted)
February 2018 – October 2018

Currently working on an internal project for the Corporate internal client. Primarily operating as a BSA to help organized information, coordinate User Stories and Tasks, and help clarify the actual needs for developers, as well as reviewing Test Plans, performing QA, and more.
- Travelling between Central Florida and Tennessee as needed for team-related purposes
- Grooming User Stories and organizing information for developers and other members of the team
- Reviewing and cleaning Test Plans
- Performing QA
- Performing demos of the work-in-progress to the internal Corporate client

Salesforce Architect/Administrator at Plasco Holdings
October 2016 – September 2017

Primary responsibility: Implementation of new Salesforce org, replacing previous Manufacturing Resource Planning, CRM and Sales/Service platforms. Learned and heavily customization of Rootstock ERP/MRP platform, as well as Financial Force and Zenkraft (all salesforce-based). Heavy data manipulation duties. Major custom development of solutions on new platform to emulate over 12 years of existing infrastructure and customized / patchwork mechanisms. Project Management and Business Analysis duties.
- Review and reorganization of Company needs versus previously collected data by Contractors
- Translation and planning of Business Requirements for Salesforce development needs
- Responsible for developing and implementing, or deploying and maintaining, all customizations and custom code
- Go-between for Business with all subcontractors and application providers (Rootstock, Financial Force, etc)
- Extensive data manipulation, price list manipulation and architectural design of database for warranties, subscriptions, dual-CRM mechanisms and more

Business Analyst at American Express
March 2016 - July 2016 (5 months)

Contract Position. Worked with the Global Corporate Payments division on Salesforce features to streamline middle market Corporate business processes. Organization of scrum team information, including creation, grooming and management of Rally stories and Sprints. Setup, configuration and maintenance of all Confluence and SharePoint data/knowledge storage. Technical data and process diagramming via (primarily) Vizio. Assisted in authoring of SAD, SAR, FAD business presentations, and many other documents. Review of functionality developed by team on Salesforce platform. Production of presentations for both internal team use and stakeholder review. Analysis of components used in various Features for technical process documentation purposes. Occasional involvement in non-role duties such as Salesforce Workflow authoring and Feature testing.
- Collection of Business Requirements for Salesforce development needs
- Guidance to developers on required logic for Business Needs
- Confirmation of development efforts meeting Business needs during and after development
- Prepare required analytical reports
- Technical oversight of developer efforts (onshore and offshore/India)
- Concurrent oversight of multiple Salesforce development projects
- Data preparation for development (tables required for new processes being developed for 1000s of users)
- Administrative support by way of Powerpoint authoring, technical documentation, etc.

Salesforce Architect & Administrator at Market Traders Institute, Inc.
September 2010 - July 2015 (4 years 11 months)

Organization and administration of Salesforce development and maintenance at the Corporate level. Architect for various solutions for both Salesforce and Company Operations. Handling of a multitude of data-related needs. Self-trained Salesforce administration, development and low-level Apex development. Implementation of various email marketing platforms, Salesforce special projects and pre-packaged Salesforce addons. Go-to person for any special data needs and various special projects up to the Executive level. Low-level Microstrategy architecture, development and administration. Two-time Marketing Department MVP; Employee Of The Month.
- Salesforce Administrator and Architect
- Salesforce project planning and end-to-end implementation of Salesforce related projects
- Data analytics, reporting, dashboard authoring and import/export as required
- All customizations to Salesforce to meet business needs
- Create and/or magage all Salesforce fields/relationships, workflows rules, page layouts, validation, mass emails, custom buttons/links, etc.
- Authoring of and training for changes and system enhancements
- Evaluate and implement as needed Salesforce.com AppExchange products
- Technical architect of solutions developed on and offshore in Apex, PHP, etc.
- Minor development as needed
- QA of development (Apex code and related objects in Salesforce)
- Concurrent management of numerous high level Salesforce projects
- Administration of roles, profiles, sharing and all security concerns within Salesforce
- Point-of-contact for company-wide Salesforce help, training and knowledge
- Maintenance and control over all Sandboxes and Production instances
- Extensive data manipulation, cleaning, importing, exporting – much more not listed here

Data Processing and Programming Manager at CRG Global
October 1997 - February 2010 (12 years 5 months)

Responsible for development of all survey programming and data preparation processes, staff management, new product co-development and much more. See key projects in Projects list herein. Extensive involvement in many aspects of the Company mechanism development for over 12 years.
- Total (in most cases) or extensive involvement in business requirement gathering for various data collection and processing needs
- Total control over development of all in-department mechanisms for data cleaning, survey programming and custom survey inputs
- Responsible for maintaining accuracy and cleanliness of all data collected from various sources (surveys, external data collection, eye-tracking and more)
- Responsible for 95+% of all special requests from clients worldwide (see notable Recommendations from internal and external clients) for over a decade
- List of actual duties performed over 12+ years is too extensive to summarize
- See list of a small subset of projects later in this resumé for examples of key projects

Data Processing Manager at I-CARE (Independent Child Abuse Relief Enterprise) / Children's Advocacy Center
1993 - 1999 (6 years)

Data processing for entire agency, including local, state and federal insurance billing and statistic production. All computer work needed for entire agency, including computer maintenance and upgrades.
- Database administration for clients and medical records
- Import and Export Data regularly
- Medical billing for governmental agencies at all levels
- Onsite computer support as needed

Administrative Support at General Electric Aerospace
January 1991 - May 1992 (1 year 5 months)

Contract position (2 months, extended indefinitely until project closed at GE). Administrative support to the Close Combat Tactical Trainer proposal team (in concert with efforts by Loral Corp).

Self-Employment and Volunteer Experience

Orbiter Online Internet and Entertainment Service
Creator, owner and operator (sold in 2011)
1994 – 2011 (17 years)
Created, owned and operated local online service offering bulletin boards, online single- and multi-player gaming, full internet access, and web hosting services for schools, not-for-profit endeavors and the public. System offered many "firsts" including the recorded online Marriage ceremony in Central (possibly all of) Florida.

Technical Consultant / Volunteer at Volusia County Schools
Multimedia work for local middle- and high-schools
2005 – 2011 (7 years)
Responsible for supplying web hosting and authoring services, program creation, DVD authoring, desktop publishing, photography, videography and other technical expertise for various Volusia County (Florida) schools plus the Port Orange Lakeside Jazz Festival program and other private entities.

Noteworthy Projects

SCRUM Development Team Information Organization
2016 (at **American Express**)
Setup, administration and organization of all Team development knowledge using CA Rally, Confluence, SharePoint and American Express internal tools. Detailed storage of all Feature information, business requirements as they were obtained, meeting minutes and technical data.

Architected Extensive "Marketing Automation System" for Internal Development
2010 to 2015 (at **Market Traders Institute**)
Responsible for authoring a complete redesign of data collection routines for use by the latest development team to rewrite the company's entire web collection system from scratch. Included data collection via web forms, local files, third-party API access and much more. Responsible for streamlining the company's entire data collection and access mechanism.

Salesforce Piggyback Mechanism Architecture and Project Management
2010 to 2015 (at **Market Traders Institute**)
Developed and architected the "Piggyback" system required for the company in my first year-plus, allowing data from multiple objects (mainly Opportunity) to be seen at the Account level - required for various email Marketing initiatives and shortcomings of the Salesforce platform at the time, especially involving both third-party marketing plugins and the PersonAccount / PersonContact system developed by Salesforce. Saved the company a lot of time, effort and money by allowing pertinent pre- and post-sale information to be visible to all plugins, applications and outside mechanisms in one single place.

Created First Technical / Software Development Department
2010 to 2015 (at **Market Traders Institute**)
After having had only 1 or 2 developers at any given time for the life of the company, was responsible for creating the first ever Technical Development Department, responsible for all programming (web, Salesforce Apex, etc). Department ran for one year before company eventually chose to move on to a brand new group of seven new developers (at which time I returned to fulltime Salesforce Architecture and Administration).

Numerous Initiatives Combining Data To Single-Location Access (see "Piggyback")
2010 to 2015 (at **Market Traders Institute**)
Similar to the "Piggyback" project, data for various sales and marketing needs was summarized to a single object (typically Account) under the Salesforce PersonAccount system, allowing easy reporting inside Salesforce and out, and simplified integration of company's product line, all of which is accessed via a web portal real time.

Salesforce Org Cleanup

2010 to 2015 (at **Market Traders Institute**)

Spent six months updating the entire Salesforce org for the company, including the combining and removal of hundreds of fields, many custom objects, duplicated data, and many no longer used Apex routines left in the system causing problems across the board.

Created, Operated and Maintained Internet Access, BBS and Web Hosting Service

1994 to 2011 (**Orbiter Online Internet and Entertainment Service**)

Begun as a pet project, becoming at one point the largest local online service, eventually hosting many specialty portals, including online gaming, teleconference, dialup internet access, web hosting, and even responsible for the first known online marriage ceremony in (at least) the Central Florida area, OrbiterOnline (originally Starship Sirius) was completely created, constructed, maintained and operated by me for the Central Florida area, including 20 dialup nodes and logins from all over the world.

Quancept Programming Automation via VBA

1997 to 2010 (at **CRG Global**)

Scoped, developed and programmed dynamic and extensive VBA routines (mostly used via Microsoft Excel) to allow beginners to do Quancept programming quickly and easily, while allowing higher level programmers to be more efficient. Included prepackaged code and routines for over 100 worldwide clients' specific surveying and data collection needs. Full project management ongoing (10+ years) as needs constantly evolved for new and pre-existing clients.

Organization and Management of Race / Ethnicity data handling (worldwide)

1997 to 2010 (at **CRG Global**)

Established norms for collecting ethnic and racial profile data from any and all client surveys, creating a common core dataset allowing easy reporting and manipulation of data on a per-client basis.

Technical Architect of confiData Validation System

1997 to 2010 (at **CRG Global**)

Handled architecture and project management of the widely used confiData validation system, allowing all corporate clients (worldwide) to have their respondents' information verified using multiple mechanisms (both internal and external to CRG) automatically to help verify quality of collected data.

Quantum Script Writing Automation via VBA

1997 to 2010 (at **CRG Global**)

Developed and wrote extensive automation for producing Quantum scripts to validate, clean and transform data into 100+ data formats over the course of 12+ years - mechanisms used department wide for the vast majority of all collected data, for the purpose of delivering myriad complex data formats to clients the world over.

Ongoing Training of New Employees (Quancept, Quantum, Excel, VBA and more)

1997 to 2010 (at **CRG Global**)

Over 50% of the workforce employed to handle survey programming, data collection-transformation and delivery required full training on the tools used. Setup training routines for this purpose, combined with the mechanisms created to make SPSSmr Quancept and Quantum programming simple to the layman.

Remote-Access Mechanism For Quantum Script Access

1997 to 2010 (at **CRG Global**)

Created remote-access capabilities for Quancept dongle-based scripting for workers who worked in various locations of the office and outside the office.

Central Database for Medical Billing to City, County, State, Federal and Non-Profit Entities

1993 to 1999 (at **I-CARE Children's Advocacy Center**)

Created single point of data entry for all medical billing needs for child abuse agency, to simplify the reporting needs to various agencies to acquire funding on a daily-to-monthly basis.

Outside Interests

Music in all its forms; comic book collecting; photography and videography; technology; my children and grandchildren.

Professional Recommendations
*(all may be **verified** via my LinkedIn profile)*

"I worked with Anthony for a few months during a consulting assignment. Anthony can put together the total picture very fast. I greatly enjoyed working with Anthony and think he has a very bright future."
— **Adrian was Anthony's client at Plasco ID**

"Though the duration was short but it was really a great experience working with Anthony (American Express) in ST2. His BA skills were impressive and he's indeed a highly innovative thinker and detail orientated business analyst. His insightful questions, subject expertise and result-driven approach adds him as a huge asset to any team or organization on which he works. He was being really good with all the team and never let the gap between onshore and offshore felt or hampered tasks achievement. He's a pleasant person to work with and know. I would love to have the opportunity to work with him again. And I would highly recommend Anthony as he is a huge asset to any team."
— **Rashmi worked directly with Anthony at American Express**

"I know Anthony very well. He has great Salesforce knowledge and could be a great fit for Senior business analyst"
— **udhayakumar thangaraju, Software Engineer, American Express, worked directly with Anthony at American Express**

"I worked with Anthony and was able to rely upon him for both Technical and General information on development efforts for the financial business unit. As the Business Analyst, he was a great help in translating business needs into developer requirements! "
— **Naresh Varkala, Salesforce Consultant, American Express Global Business Travel, worked directly with Anthony at American Express**

"It was such a pleasure working with Anthony. He did a great job finding and creating innovative ways to make it easier for the sales department to get never-before-had data to help us increase sales. Ridiculously efficient is the phrase that comes to mind when I think about Anthony. I had the pleasure of working with Anthony for over five years at Market Traders Institute, collaborating on several key projects to ensure we had all of the necessary data and information to navigate the sales team in the proper direction. I was particularly impressed by Anthony's ability to solve our technology issues and the way he was always thinking one step ahead of everyone else to deliver the highest quality solution. He is a great person with solid core values. I would recommend Anthony to any company who is looking for a star employee with excellent skills."
— **Derek Roth, managed Anthony indirectly at Market Traders Institute, Inc.**

"I had the pleasure of working with Anthony for two years at Market Traders Institute. He brought a great depth of knowledge to the table in terms of the company itself, but even more so when it came to Salesforce, Excel and really anything IT related. I had not personally worked with Salesforce before this position so Anthony provided a ton of insight and knowledge sharing that allowed me to get up to speed and adapt to new environment quickly. He has a great sense or urgency and is willing to take on any task that will help improve the company. Although he was in charge of our Salesforce instance he was also the go to for Excel questions and was also taking on the role of Microstrategy (BI Tool) Administrator. I thoroughly enjoyed my time working with Anthony and would recommend him for any company."
— **Joseph Kiefer, Marketing Director, Market Traders Institute, Inc, worked with Anthony at Market Traders Institute, Inc.**

"I would like to recommend Anthony Malena! I was impressed with his knowledge, know-how, and enthusiasm in all that he does in his field of work. I had worked with Anthony for approximately two years. He is dedicated and meticulous, and has an amazing eye for detail. He is able to manage multiple and complex tasks, and complete them effectively and efficiently. I highly recommend Anthony as he will be an positive addition to any company."
— **Danielle Flynn, Financial Representative, Market Traders Institute, Inc, worked with Anthony at Market Traders Institute, Inc.**

"Anthony is an extremely thorough and meticulous analyst, admin, and architect. He consistently brings a keen eye and broad skill set to every Salesforce challenge directed his way. He puts great effort into all tasks assigned to him and takes great pride in providing creative and efficient solutions with an eye towards providing users with all they need to be successful. He is a highly qualified Salesforce resource!"
— **Sean Murphy, Manager of Development I Certified Salesforce Adv. Admin, App Builder, Dev, Sales Cloud Consultant, Market Traders Institute, Inc, managed Anthony at Market Traders Institute, Inc.**

"Anthony is a very talented SalesForce Developer. I had the pleasure of working with Anthony for 2 years at Market Traders Institute and learned much from him with regards to SalesForce. He is a very detail oriented, thorough developer and I would highly recommend him to any one seeking a strong SalesForce Developer. He's a pleasure to work with and brings much to the table."
— **Jeff Neal, Web Developer, Market Traders Institute, Inc, worked directly with Anthony at Market Traders Institute, Inc.**

"In my 3 years of working with Anthony, he was second to none. An incredible mind in the Salesforce realm, he was able to transform the way Salesforce reported key metrics to company stakeholders, how it integrated with a variety of external platforms (such as GotoWebinar and Accounting Seed), and, probably the most revolutionary feat, his ability to do so played a key role in explosive transparency and growth in the company. I had the honor of watching his leadership and communication skills grow as he would take tasks and the needs of multiple, cross-department stakeholders into consideration, finding working solutions that were better than anticipated. He was known to take a task, mull it over, and come up with a well-thoughtout solution that went beyond the call of duty. Passionate about the proper way to do things and an almost scary robotic brain that operates well above my own, I knew that any problem I had, Anthony could solve. Most notably, his efforts and ideas for using Salesforce in our rapidly expanding company contributed to an alignment of the sales and marketing departments that would not have been possible otherwise. He even went so far as to take lead on learning and building MicroStrategy, a completely different technical and advanced analytical platform that required him to train an assistant to help delegate the workload and where Anthony became the main point of contact for the revolutionary project. Anthony was thrown into an environment he was not used to had some learning curves, but he always made us laugh and got the job done to new levels of excellence."
— **Alyssa Runner, Brand Communications Manager, Market Traders Institute, Inc, worked directly with Anthony at Market Traders Institute, Inc.**

"Anthony was easily one of the best co-workers I have ever had the opportunity to work with throughout my time at Market Traders Institute. He is a genuine stand-up individual who always gives his all no matter what the task presented to him. His proficiency and adeptness with SalesForce is unparalleled. He is an excellent leader, and his problem solving skills allow him to both understand problems and delegate tasks to those who report to him. I would highly recommend Anthony and happily work with him again."
— **Bailey Dickens, Senior Software Engineer, Market Traders Institute, Inc, <u>reported to Anthony</u> at Market Traders Institute, Inc.**

"I had the pleasure of working with Anthony at MTI and can say he was by far the best Salesforce Administrator I have ever worked with. He has an incredibly high Salesforce IQ combined with a strong business analyst background. I would gladly work with Anthony again and strongly suggest anyone looking for a Salesforce Administrator/Architect consider hiring him."
— **Jim Hutcherson, Senior Software Engineer, Market Traders Institute, Inc, <u>worked indirectly for Anthony</u> at Market Traders Institute, Inc.**

"Anthony was one of the most reliable people I knew at MTI. He was devoted, gave extra effort at all times, and excelled with Salesforce. He handled both tasks he enjoyed and ones which were not in his direct skill set with equal devotion and determination to provide quality. I would highly recommend him for any position."
— **Denise Glickler, Software Developer, Next Step Financial Holdings, <u>reported to Anthony</u> at Market Traders Institute, Inc.**

"Anthony is a great person to work with and around. He is my go to guy when it comes to SalesForce hands down. "
— **William Goldenberg, Sr. Education Specialist, Market Traders Institute, Inc, worked with Anthony at Market Traders Institute, Inc.**

"Anthony is a focused Salesforce Administrator who knows a lot about the pragmatics of setting up, configuring, administering and updating / sustaining Salesforce CRM at scale. I would recommend you consider Anthony for his Salesforce administration skills and experience if you need a position filled in this area. ."
— **Donald Opperman, Aotearoa - Principal Product Management & Development Lead of Software, Salesforce, AWS and IT, Market Traders Institute, Inc, <u>managed Anthony</u> at Market Traders Institute, Inc.**

"Anthony has extensive knowledge and experience with Salesforce as Architect and Administrator. He also understands other technologies and takes a very logical approach to use them well. His abilities with Microsoft Excel are superior to those of anyone else I've ever met, and I went through the undergraduate and graduate schools of business as an honors student at the University of Florida. I've appreciated working with him for the past three and a half years. He believed in my potential and invested in my professional growth before other managers did. He has taken the time to pass his expertise on to me, yet he has always valued my opinion on many projects because he wanted to anticipate the far-reaching effects that might be felt by other business units."
— **James Doss, Head Administrator, Market Traders Institute, Inc, <u>worked directly with Anthony</u> at Market Traders Institute, Inc.**

"Anthony is very analytical and architecture minded. He regularly came up with innovative solutions to help give us access to the data we needed be it in Salesforce, Excel, or some other external database. He was always focused on giving as complete of a solution as humanly possible. He could always be counted on to provide comprehensive scopes and documentation to make sure others were set up for success in the future. He thought up many solutions that we still use to this day company wide. "
— **Eric Johnson, Vice President of Marketing, Market Traders Institute, Inc, <u>managed Anthony</u> at Market Traders Institute, Inc.**

"Anthony is very detailed-oriented and produced fantastic results for our company."
— **Jose Tormos I FX-MVP, Forex Trader, Market Traders Institute, Inc, <u>managed Anthony</u> indirectly at Market Traders Institute, Inc.**

"Anthony is very thorough with his work very knowledgeable overall great talent in my opinion. When an issue arose with Salesforce or a concern i would I e-mail him the screen shot the issue was resolved almost instantly. "
— **Rachael Tormos, Finance, Market Traders Institute, Inc, <u>worked with Anthony</u> at Market Traders Institute, Inc.**

"Anthony is very detail oriented and has done great work for our company. I would recommend Anthony for any company looking to get someone who is very knowledgeable of salesforce and is a great worker and even a better person. Tom Ascolese "
— **Tom Ascolese, Owner / president, TNT SECURITY SERVICES INC, <u>worked with Anthony</u> at Market Traders Institute, Inc.**

"I worked with Anthony for a little over a year, and can most certainly attest to his attention to detail, knowledge in his field of technical work, and dedication to the company/team that he works for. He was always a great person to work with, as well as an extremely motivated team player."
— **Travis Lelle, IT Administrator, Market Traders Institute, <u>worked with Anthony</u> at Market Traders Institute, Inc.**

"Anthony is an amazingly talented and detail oriented team member. His ability to troubleshoot a process, breakdown relevant information and organize that into digestible excel reports for departments use is amazing. Laser focus in all of his tasks means that no part of what he's involved in, whether developing, administering Sales Force or exploring and evaluating new technologies is done in less than a high quality fashion. Anthony is a high quality, hardworking, dedicated and very valuable team member, I can not think of a shortfall that hinders him and was fortunate and honored to work with him. "
— **Dean Handy, Director of Technology, Teams including Software Development, Customer Technical Support, Helpdesk Support, <u>managed Anthony</u> indirectly at Market Traders Institute, Inc.**

"Anthony is a very detail oriented Database/Salesforce.com administrator that goes above and beyond to ensure his projects are completed accurately. He is a great team player and outside the box thinker and has really been an invaluable asset to our company. I have enjoyed working closely with Anthony would gladly vouch for his abilities and work ethic anytime."
— **Eric Herrera, <u>managed Anthony</u> indirectly at Market Traders Institute, Inc.**

"Anthony is one of the hardest working individuals I have ever met. The best attribute about Anthony is his attitude. He is a very positive person and the word "NO" does not exist in his vocabulary. He made many things happen at the company when no one else could figure out a solution."
— Nitin Dua, MBA, <u>managed Anthony</u> indirectly at Market Traders Institute, Inc.

"Anthony is very smart and detailed worker. He has an unbelievable knowledge of Excel and can also write basic programming. He has been a great asset to our company and has enhanced our system in various ways."
— Kendra Pearson, <u>worked with Anthony</u> at Market Traders Institute, Inc.

"Anthony is a strong detail oriented database strategist. He is a team player that works for the improvement of the department and the company. He is open to change and committed to growth. Anthony is a professional and he has a diverse background which adds to his wide range of abilities."
— Chris Prior, <u>managed Anthony</u> indirectly at Market Traders Institute, Inc.

"If you were looking for someone who will totally take ownership of a job and produce a desired outcome, you have found the right guy. Anthony is very intelligent and will streamline any process to produce the most desireable results. He is very responsible and conscientious. He listens well and takes direction well. He is a self starter and will take a job from start to finish with very little encouragement needed. When it comes to data he is VERY serious and will produce any results you need. "
— Mark Robb, IT Director, Cunningham Field and Research, <u>managed Anthony</u> at CRG Global

"Tony was fantastic to work with at Cunningham/CRG. He made things happen. As an admittedly difficult client, I knew I could get what I needed in record time if Tony was on the job."
— Carol Manning Grant, <u>was Anthony's client</u> at CRG Global

"Anthony was the manager and key component for the data processing department to efficiently process programs and data. He was detailed orientated and maintained high quality standards within this department. Anthony constantly improved processes to lower processing time and increase profit. He was always willing to training outside of his department to improve project flow. Anthony is highly motivated with a straight forward approach. I would highly recommend Anthony."
— Carolyn Corbett, <u>managed Anthony</u> indirectly at CRG Global

"Tony is a very skilled programmer and has excellent problem solving skills. I worked with Tony for about 7 years and he consistently was able to provide solutions for seemingly impossible programming requirements for my clients. Tony put in many late nights and weekends to meet our programming and data processing needs, always willing to go the extra mile to get the job done. Tony was a valued and respected colleague."
— Vicki DeMarco, <u>managed Anthony</u> indirectly at CRG Global

"Anthony is great to work with in following detail perfectly with great intelligence, and he is a very honest person with true integrity in the work place. I highly recommend him in the work place and consider him a true friend. Marcia Ellis"
— Marcia Ellis, <u>worked with Anthony</u> at CRG Global

"We worked together for almost 4 years! During this time span, I got various samples of Tony's strength over data and programming. He is one of the key player of survey industry who can strengthen any company with his skill set. Thank you Tony for all the knowledge bank you shared with us."
— Yogesh Rana, was <u>with another company when working with Anthony</u> at CRG Global

"Great programmer and great outside the box thinker!"
— Anthony DelBuono, <u>worked with Anthony</u> at CRG Global

"Anthony completed a complex database project for me. He consistently found solutions to complicated requests and was willing to "go the extra mile" to meet quality and time requirements for the project. His dedication was integral to making the project a success."
— Bruce McGuire, <u>was Anthony's client</u> at CRG Global

"I worked with Anthony for over 10 years. Anthony is a wonderful programmer with attention to detail."
— Jennifer Schwartz, <u>worked with Anthony</u> at CRG Global

"Tony was my boss for 7 years. During that time, the company went through numerous organizational changes. It was a difficult time for the company. The programming department consisted of a close knit group of people. Tony always did his best to represent the interests of the department and demanded respect for the job that we do. This was a difficult task due to conflicting interests of operations and clients but Tony never gave up. He also has a keen eye for developing procedural safeguards and tools to make it easier for us to do our jobs quickly and efficiently. He always makes sure to adhere to protocol and sometimes had a tendency to get caught up in the details and technicality but he is able to refocus his attention to address the issue at hand. Tony was instrumental in developing career paths for new programmers joining our department and put emphasis on new employee training. I consider him to be a trustworthy friend and colleague. I feel that he will be a great asset for any company."
— David Prather, <u>reported to Anthony</u> at CRG Global

"Tony is an extremely well organized and highly motivated employee. His work ethic is second to none, and he remains resolute and professional even in the presence of pessimism. If there's a pressing deadline, he stays until the work is done. As a supervisor, he instills these qualities into those that he manages"
— Fred Weston, <u>worked with Anthony</u> at CRG Global

"Ant(h)ony worked on multiple projects simultaneously and under serve time pressures.Even with this program inputs and data outputs were accurate and on time.I would highly recommend him."

— Frank Winter, <u>was Anthony's client at</u> CRG Global

References and latest Resumé *available at* http://www.Malena.net   ***Visit LinkedIn*** *for the most up to date information:* https://www.linkedin.com/in/anthonymalena