

Josef Lorenz

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Professional Experience

Toad LLC | Syracuse, NY

February 2015 - Present

Data Specialist

- Updating price indexes and enhancing data within Microsoft Access to maintain functionality of online catalogs.
- Debugging and testing errors through company diagnostics software to analyze incorrect data.
- Correcting and resolving functional issues through troubleshooting and problem solving.
- Verifying all data and pricing is completely accurate when posting updates across multiple company servers.
- Providing quick technical support and assistance to clients with professionalism and reliable communication.
- Escalating unresolved problems to senior developers and other support staff within department.

Cambridge Healthtech Institute | Needham, MA

October 2005 - December 2014

Database Assistant

- Performed multiple search queries to pull up-to-date contact information for current and potential customers.
- Verified that all material is fully researched and completely accurate in cross-referencing through directories and search engines.
- Handled client information in merging, modifying, and updating data and records when appropriate.
- Consistently met and exceeded departmental guidelines in entering marketing data into the company database.
- Effectively communicated with management on departmental updates, procedures, and database trends.
- Consulted with IT, Sales, and Marketing departments to correct and/or modify database updates and problems.

Eagle Newspapers / Pulled Into Syracuse | Syracuse, NY

August 2008 - May 2012

Restaurant Columnist and Blogger

- Contributed clear and concise restaurant reviews and web content highlighting Syracuse's local dining scene.
- Organized blog design and social media outlets to fit within a cohesive brand and image.
- Utilized search engine optimization and tracked visitor data to maximize online reach and increase site traffic.
- Worked in collaboration with Travel Channel, AllMenus.com, UrbanSpoon, and Syracuse Connective Corridor.
- While at Eagle Newspapers, consistently met newspaper deadlines as well as editing standards, photography requirements, and writing styles.

JGB Enterprises Inc | Liverpool, NY

June 2004 - August 2005

Office Assistant

- Entered sales requests and bids through data entry, fax, and e-mail.
- Handled incoming sales calls and redirected them to the appropriate employees.
- Maintained general office duties as well as scanning, sorting, and filing of sales documents.

Xerox Corporation | Rochester, NY

July 2003 - March 2004

Mail Processor

- Processed local and international mail while working within a small team environment.
- Transferred packages to proper employees and departments while verifying deliveries are correctly placed.
- Organized, scanned, and calculated financial documents, receipts, and expense reports.
- Demonstrated ability to multitask under heavy volume of work.

Technical Skills

Typing Skills: 80+/WPM

Operating Systems: Mac OS X, Windows

Software & Applications: Microsoft Office (Word, Excel, Access, PowerPoint), Evernote, Google Docs, Google Analytics, Adobe (Acrobat, Photoshop), Visual Studio, Jump Desktop, Dreamweaver, WordPress

Languages: HTML, XML, JavaScript, CSS, CGI/Perl, BASIC, Terminal (OS X)

Education

Ithaca College | Ithaca, NY (2003)

Bachelors in Music Performance

Minor in Computer Science

References available upon request