

# Christopher Lane

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## EDUCATION

### University of Arizona

*Bachelor of Arts in Business Administration*

- **GPA:** 3.5 (Major 4.0)
- **Relevant Coursework:** Accounting, Economics, Project Management, Statistics

**Tucson, AZ**

May, 2015

## WORK & LEADERSHIP EXPERIENCE

### **Time Off**      **Fort Collins, CO**

*Time Off*      December 2018 - Present

- Skied at 12 different resorts across the US and Canada
- Traveled to Micronesia to Scuba Dive
- Went on a Europe trip for 40 days
- Visited family frequently and helped with newborn nephew
- Various other traveling domestically and internationally
- Backpacking, Hiking, and Off Roding through the summer

### **Encompass Technologies**      **Fort Collins, CO**

*Revolutionary Analyst*      December 2016 - December 2018

Travel/Project Management

- Managed and trained customers on key functions during onsite customer visits
- Conducted training sessions for new and existing customers from basic to advanced processes
- Supervised new Customers through daily processes and provided assistance with the new software when prompted
- Made visits to existing Customers to do advanced training sessions

Customer Service

- Fielded calls from Customers on a daily basis to assist with processes and potential software issues
- Proactive contact to maintain Customer satisfaction on specialized processes
- Assisted Customers in generating advanced reports that have live updates
- Trained employees on new and existing features to help better serve our Customers
- Worked closely with Owners, CTOs, CFOs, and other upper management personnel at our Customer's businesses

Software Development

- Conducted extensive testing on new features before release
- Provided detailed feedback on new features and made requests for future features
- Worked closely with developers to keep each feature focused on the expected functional end result
- Coordinated with other product teams to ensure cross product functionality isn't negatively impacted by new features

### **Paylocity**      **Arlington Heights, IL**

*General Ledger Maintenance Analyst*      January 2016 - November 2016

*General Ledger Data Entry Specialist*      October - December 2015

- Responsible for the fulfillment of client requests annually for modifications, troubleshooting, and expanding on existing general ledger solutions
- Lead analyst responsible for coordinating updates and modifications to our largest client group, the Arch Diocese, composed of over 160 organizations

- Train Account Representatives and clients on the use of various general ledger tools
- Make necessary modifications to SQL server stored procedures
- Arrange communications for various client contacts ranging from Payroll Managers to executives
- Aid programmers in working through a backlog
- Generated data tables for importation into company's payroll engine
- Generated and edited rules for client specific general ledgers
- Ran draft reports to compare to clients labor distribution and to determine correctness

**World Market**            **Northbrook, IL**  
*Stock Hand*                Summer & Winter 2013

- Responsible for maintaining the receiving and shipping manifest
- Gained the responsibility of maintaining the kitchen department
- Provided excellent customer service on the sales floor

### **SKILLS, ACTIVITIES & INTERESTS**

**Technical Skills:** MS Project, R-Studio, SQL, AutoCAD

**Certificates:** Fundamentals of Weathering Certificate at Atlas Material Testing Solutions

**Activities:** National Outdoor Leadership School 2011 & 2012, Trap & Skeet Club at the University of Arizona

**Interests:** Renewable energy, backpacking, scuba diving, skiing, home brewing, and traveling