

# ANNA EPPINK

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619.800.3765 | anna@sunapsishelp.com | San Diego, CA

## SUMMARY OF EXPERIENCE

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Four years providing Sunapsis application administration and support to The Scripps Research Institute (TSRI). Consultant for the University of Massachusetts to implement Sunapsis for its multiple campus system and within the HR, employment-based visa space. Consultant for Northeastern General Counsel and Office of Global Services. Consultant for The Scripps Research Institute.

I meet all my clients' needs with innovative solutions for managing foreign personnel records and fully utilizing Sunapsis' features. My services provide comprehensive support for electronic form development, customizing Sunapsis features, data reporting, automation features, and end-user training. Additionally, I have led multiple offices into modern, paperless environments.

## SUNAPSIS APPLICATION ADMINISTRATION

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E-Form Management and Implementation

Templates and E-Form Data Importation

Checklist Configuration

User Profiles and Preferences

Alerts and Alert Email Automation

General Application Configuration

Technical and End-User Support, Training, Troubleshooting

Email Services and Form Letters

Application Updates and Hotfixes, Pre-production Testing

Online Services Configuration

Reporting Services including Open Doors

SEVIS RTI & Batching

Datafeed Support

Backend Support, Specialized Report Generation, Database Administration

Data Entry Standards Development

Data Validity Auditing

Liaison between Institute and Indiana University

## SUNAPSIS FEATURE DEVELOPMENT SPECIALTIES

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Alerts, Wildcards, Online Reports and Tools, Email Services, Automatic Email Reports, Tables and Fields

## OTHER TECHNICAL COMPETENCIES

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Specialize in useful and efficient technology solutions.

**Database:** MS SQL Server Management Studio, SQL

**Software:** Advanced Knowledge of Microsoft Excel / Word / PowerPoint, Adobe Acrobat / Photoshop / Illustrator / InDesign / Captivate, Sony Movie Studio Platinum

**Languages:** HTML, XHTML, CSS, familiarity with JQuery, Javascript, ColdFusion, XML, and PHP

## EXPERIENCE

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- July 2016 – Present      Sunapsis Consultant, *The Scripps Research Institute*
- October 2015 – Present   Sunapsis Consultant, *Northeastern University (Multiple Offices)*
- Configuration troubleshooting
  - E-form implementation
  - Alert improvements, scholar processes, data management, reporting
  - Data Manager support
- June 2015 – July 2016   Sunapsis Consultant, *University of Massachusetts*
- Leading UMass from a two-year standstill to up and running, with features tailored to their needs.
  - Leading the implementation, data import, training, customization, and all other aspects required for the transition to using Sunapsis for case management.
  - Bridging end users and technology support to create workable solutions that meet the needs of the international services staff.
- 2011—2015                Application Administrator & Administrative Assistant III, *The Scripps Research Institute*
- Office technology and administrative support. Primarily served as Application Administrator for the Sunapsis system.
  - Solutions—persistent and creative in developing solutions to meet and exceed each project’s needs. Utilizing ColdFusion, APIs, databases, and data queries, I have placed invaluable data at the fingertips of directors and VPs.
  - Instruction—trained end-users in the use of software and software updates

## EDUCATION

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- 2008                        B.A., Philosophy and Biomedical Ethics, *The University of Virginia*  
Phi Beta Kappa Honor Society, Golden Key Int’l Honour Society