

# Luke Hoehn

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## Education

- ✓ Hudson Valley Community College: A.S. Computer Information Systems
- ✓ Siena College: B.S. Marketing & Management, management concentration

## Information Technology Skills

SQL Server 2005-2008, T-SQL, MySql, HTML, HTML5, CSS, CSS3, Dreamweaver, Photoshop, GIMP, PHP, JavaScript, Notepad++, Microsoft Visio, Microsoft Project, Business Intelligence Studio and Reporting Services, Java, Eclipse, Microsoft Visual Studio, VBA, Microsoft Office (Access, Excel, Outlook, PowerPoint, Word), responsive web design for email, Lotus Notes, Mac OS, Windows XP/Vista/7 OS, and Unix

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## Senior Membership Database Specialist, New York Farm Bureau: Albany, NY: Nov 2014 to present

- ✓ Same functions as membership database specialist in addition to the following
- ✓ Creating stored procedures to identify and resolve data and logical integrity issues
- ✓ Designing functions and views to export reports directly to Excel for management
- ✓ Adding functionality in SQL Server and Access for the organization during database needs assessment
- ✓ Working with consultants to document, test, and track changes with membership processing web application
- ✓ Staff person responsible for deliverability of mass electronic communications

## Membership Database Specialist, New York Farm Bureau: Albany, NY: Nov 2012 to Nov 2014

- ✓ Monitoring integrity of data transfer between local database and website and email service databases
- ✓ Designing and generating reports using SQL Server and Business Intelligence Studio for management
- ✓ Providing technical training to out of office staff for new software and/or technical procedures
- ✓ Development and maintenance of Access database for calculating and storing mailroom invoicing
- ✓ Administrator for Informz emailing service: user permissions, template design, subscriber maintenance
- ✓ Answering inquiries about agricultural issues, membership, and website log on troubleshooting

## Meaningful Use Call Center Representative, CSC: Menands, NY: Oct 2011 to Oct 2012

- ✓ Worked on Medicaid Electronic Health Record Incentive Administrative Support Service (MEIPASS) team to provide technical support and general information about the program
- ✓ Generated weekly, monthly, and as needed reports and graphs on call volume and type
- ✓ Created technical write ups and presentations for team members and callers as necessary
- ✓ Designed, categorized, monitored, and maintained a searchable list of rejected providers
- ✓ Assisted callers in creating and administering user accounts for the MEIPASS system
- ✓ Trained team members in skills and knowledge areas related to the MEIPASS system

## Various Temporary Employment, Kelly Services: Albany, Bethlehem, and Troy, NY: Jul 2008 to Sept 2011

- ✓ John Lang LaSalle: front desk associate at Colonie Center management office (June 2011)
- ✓ G-tech: entered NYS lottery renewal subscriptions into online system (March - April 2011)
- ✓ SCCC: processed cash, gifts-in-kind, credit card payments, and checks (February 2011)
- ✓ Measured Progress: graded standardized exams off of various state rubrics (seasonal)
- ✓ General clerical and light industrial employment (various months)

## Clerk, NYS Department of Health via Kelly Services: Albany, NY: Aug 2009 to Dec 2009

- ✓ Processed and verified medical claims for the Bureau of Accounts Management
- ✓ Entered and searched for Medicaid payments in their Fiscal Management Group Database
- ✓ Answered vendor questions on behalf of the bureaus in the Department of Health
- ✓ Batching, error checking, and processing various confidential Medicaid vouchers

## Various Older Employment

- ✓ Volunteer Development Intern: Northeast Parent & Child Society, February - May 2009
- ✓ Barista: Uncommon Grounds Coffee and Tea, June to September 2008 - January to July 2009
- ✓ Call Center Representative: OmniCare Pharmacy via Kelly Services, August 2007
- ✓ Park Patrol and Concert Crew: City of Rome: Dept. of Parks and Recreation, June to August 2006