

Forrest Swan III

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KEY STRENGTHS, SKILLS & KNOWLEDGE

- Information Systems Planning
- Systems Administration
- SQL/SOQL
- Automation Strategies
- Communication
- Initiative
- Python & Google Apps Script
- Software-as-a-Service (SaaS)
- Salesforce Implementations
- Microsoft Excel
- Workflow Development
- WordPress
- Adaptability
- Network Security (pfSense, WireGuard)
- Customer Relationship Managers
- Data Policies
- VBA Macros
- Project Management
- Critical-Thinking
- Creativity
- IT Asset Management

EDUCATION

University of Florida, College of Health & Human Performance

Bachelor of Science, Sport and Fitness Administration/Management

December 2023

Gainesville, Florida

- Cum Laude, GPA: 3.55

Piedmont Virginia Community College

Associate of Science, Business Administration

May 2019

Charlottesville, Virginia

- Summa Cum Laude, GPA: 3.98

WORK EXPERIENCE

Kasey Osman Insurance

June 2024 – Current

Agency Operations & Systems Manager

Melbourne, Florida

Promoted from Licensed Sales Producer to Technical Solutions Manager to Agency Operations & Systems Manager at an Allstate agency, owning systems architecture, automation, data governance, and cybersecurity.

- Built and documented 9 internal software systems and led 8 infrastructure and IT operations projects; 2 systems run in daily production.
- Built the agency's IT function: FY2026 technology budget, IT service desk with a 1-business-day SLA, and a systems ledger of 81 tools (System Administrator for 41).
- Deployed a pfSense firewall and WireGuard VPN for 20+ users without granting local admin rights, and a RAID 1 NAS that became the system of record for client files.
- Led a root cause analysis of a stalled compliance scan (about 178 vs 7 items/s, LAN vs VPN); the rebuilt job processes 67,240 items in 24 minutes with 0 errors.
- Launched AI-assisted underwriting-notice triage with a web board and two-way Slack updates for agents.
- Developed offline Windows apps for staff training and license exam prep, backed by 56 passing automated tests.
- Published 4 open-source tools on GitHub (MIT): a repository privacy scanner, a naming-policy validator, a business-hours SLA library and a non-admin WireGuard installer.

Avidyne Corporation

June 2022 – February 2023

Customer Experience Systems Administrator

Melbourne, Florida

A Systems Admin at Avidyne enhanced efficiency for aviation tech company's staff and clients, ensuring data accuracy and contributing to cutting-edge solutions in an \$8.5M company with 200+ employees.

- Created a data policy covering entry, design, naming conventions, branding, and tagging, resulting in a 20% drop in errors and revised data quality.
- Expanded functionality of CRM (Keap/Infusionsoft) and help desk (HappyFox) software, leading to a 30% improvement in user efficiency and a reduction in response time for customer support by over 10 minutes.
- Provided Tier II and III support, internally and externally, for software and technical issues achieving a 15% decrease in resolution time for complex technical challenges.

Paramount Foundation

Systems Administrator, Salesforce

March 2016 – March 2020

Bristol, Tennessee

Systems Admin at The Paramount Foundation developed data policies, enhanced donor management, streamlined Salesforce, and boosted overall systems efficiency for a \$3.3M non-profit with 10+ employees.

- Served as the Project Manager for two implementations of Salesforce (NPSP and Enterprise), resulting in a 30% improvement in donor management efficiency and a reduction in donation processing time by 5 days.
- Utilized Salesforce tools and apps (PatronManager and CongaComposer) for streamlined donation data entry and acknowledgment, eliminating over 30 manual tasks and boosting donor communication efficiency by 30%.
- Implemented onboarding for employees and volunteers on technologies (Salesforce, PatronManager, Slack, Google Suite, Clover POS), cutting onboarding time by 2 days and increasing proficiency by 25%.