**Sr. Salesforce Administrator / Technical Architect**

*Path, CCM | May 2022-present*

In the first 6 months at Path, I successfully transitioned us from being fully-supported by contractors, to an internal team of 4. In the process, I moved the team toward a 2-week sprint model, including in-person standups, retros, and implementing tools for project management and documentation. Additional responsibilities included Managing workstream and quality for external contractors, advising PMs and External engineering team on best practices, and mentoring and solution design for admins and developers.

Notable projects include:

* Implemented Jira, Confluence, and Service Desk for all project intake and managing the development process, housing documentation and sprint retrospectives, and bug reporting and issue tracking
* Implementation of PagerDuty (Incident Response) and incident response plan
* Designed and managed the implementation of integrations between Salesforce and Fountain (Bulk Hiring), CloudWatch (Alerting), Iterable (Marketing Automation), Omni-Channel Routing for Cases and SMS, and Verifiable (Credentialing Automation)

**Technical Lead / Sr. Salesforce Administrator**

*Vroom | Jan 2021-May 2022*

In the first couple months of my time at Vroom, I was responsible for triaging issues in Sales Cloud and recommending solutions or triaging to responsible teams. After 2 months, I was transitioned to the Support team working out of Sales Cloud, as the lead contributor and Technical Lead, supporting roughly 2000 support agents. After 3 more months, I was promoted to a Senior title. Our main focus was building out new support processes and agent enablement work.

Some notable projects:

* Implementation of Omni-Channel for Case Routing
* Design and build of a wizard to guide agents through issue creation, ensure down-stream users have enough information to work from, and reduce duplicate case creation.
	+ This reduced total case volume by >75%, and total duplicate cases proportionally.
* Designed and advised on the implementation of Live Agent Chat and Einstein Chatbots

**CODING EXPERIENCE**

Powershell

PHP

HTML

Apex

MySQL

**EDUCATION**

**Bachelor of Science in**

**Computer Science**

Kettering University

Flint 2010 - 2015

**CERTIFICATIONS**

**Salesforce Certified**

**Service Cloud Consultant**

Salesforce

Issued Oct 2021 / Expires Oct 2022

**Salesforce Certified**

**Advanced Administrator**

Salesforce

Issued Jan 2021 / Expires Jan 2022

**Salesforce Certified**

**Administrator**

Salesforce

Issued Nov 2020 / Expires Nov 2021

**WORK EXPERIENCE**

**Tech Blogger**

*www.playful-moose.com | 2021 - present*

Recently established a blog where I write about interesting technical problems and post solutions which I haven’t found an answer for in the rest of the internet, in hopes I can amuse, entertain or help other Salesforce admins and business analysts!

**Freelance Technical Writer**

*Coefficient software | 2021 - 2023*

I write technical documentation which ranges from SEO copy, forum responses or blog posts, to instructional materials on how to use the software in tandem with Salesforce and Google Sheets.

**REFERENCES**

**Mei Markel**

*User Interface engineer*

meixdesign@gmail.com

313-878-3963

**Joel Ang**

*Sr. Sales Manager*

joel.elijah.ang@gmail.com

951-772-3130

**SKILLS / EXPERTISE**

Salesforce Sales Cloud Administration

Salesforce Service Cloud Administration

Agile Frameworks

Strategic Leadership

Data Architecture

Business Consulting

Project Management

Data Visualization

Visualforce

SQL Databases

Teaching & Mentorship

Requirements Gathering

Attention to Detail

**WORK EXPERIENCE (CONT’D)**

**PROFESSIONAL DEVELOPMENT**

**Sr. Business Integration Analyst**

*Arden Companies | Jul 2014 - Jan 2021*

Through almost seven years working for Arden, I’ve been the primary resource for solving a variety of business problems ranging from purely technical, to those pertaining to design and merchandising. I’ve been promoted three times while working there, eventually being the sole admin for several infrastructures such as Salesforce and PLM. My latest project involved creating a semi-automated resource management system inside Salesforce, that helped allocate designers’ time into appropriate tasks, instantly create tasks and schedule design meetings, and give a birds-eye view into the whole department. I’ve also proudly managed the co-op program, where I oversaw several students at the time and helped them prepare their bachelor’s thesis.

* Wrote custom scripts for teams, written in SQL, R, Powershell
* Managed Salesforce, C8 PLM, ReviewStudio.
* Setup Graylog for security alerts, storing application and server logs.
* Primarily responsible for implementing new platforms, developing team processes, providing live training and creating/maintaining documentation in text and video.
* Worked with engineering teams to update material testing processes and implement changes and calculations in PLM.
* Set up and implemented Windows Server Update Services for local domain and remote sites