**ANDREW J. FISCHER**

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### CERTIFICATIONS

**SALESFORCE PLATFORM DEVELOPER I,** Certification Number: 20322149

**SALESFORCE ADMINISTRATOR,** Certification Number: 16847019

**SALESFORCE PLATFORM APP BUILDER,** Certification Number: 17400907

**SALESFORCE SERVICE CLOUD CONSULTANT,** Certification Number: 17746691

**MTA 98-361, SOFTWARE DEVELOPMENT FUNDAMENTALS**, Certification ID: 15037262

**COMPTIA A+,** Certification ID: 0VYCJG5PEC1QQVSN

### AREAS OF EXPERTISE

Salesforce Administration ● Salesforce Development (Lightning Components, Apex, Visualforce) ●

Customer Service ● Website Development (HTML, CSS, Javascript) ● Problem Solving ● Written and Oral Communication Skills

### PROFESSIONAL EXPERIENCE

**PRODUCTION RESOURCE GROUP,** Nashville, TN

**Salesforce Developer, January 2020-Present**

I lead all Salesforce developments both in back-end processes and front-end experiences. I strive to build a system that stands out among internal processes as easy-to-use and intuitive, while also communicating smoothly and efficiently via integrations. Some technical highlights include: deep interactions with the new Lightning Web Component framework, building multiple Aura Components, heavy utilization of Javascript, brief interactions with Mulesoft, User Interface design, project planning, and where possible the utilization of configurable tools such as Process Builder and Flow.

**PHILIPS HEALTHCARE,** Nashville, TN

**Salesforce Administrator/Developer,** November 2018-January 2020

I worked on a team of developers to maintain and develop functionality for two very diverse Salesforce organizations. By immersing myself in the business processes and the daily lives of the user, I worked to build both backend processes and front-end user interfaces to enhance the automation of day-to-day tasks. Technical highlights: ANT migration of Salesforce metadata components, deep interactions with Apex and Visualforce, building externally available Lightning Components using Javascript, customization of Salesforce Communities, and automation with Process Builder and Salesforce Flows.

**SIMPLIFY COMPLIANCE,** Brentwood, TN

**Salesforce Administrator**, January 2018-November 2018

I led the maintenance and development of three active Salesforce Orgs. This entailed requirements gathering, solution design, testing, deployment, documentation and training. These projects ranged from ad hoc optimizations to entire process redesign. Technical highlights include: Integration management (Hubspot, IBM Marketing Cloud, Octiv, etc), extensive automation with Process Builder and Flow, and Apex/Visualforce development.

**TTEC,** Franklin, TN

**Salesforce Business Analyst,** April 2017-January 2018

I worked on a team of passionate individuals supporting a multi-thousand user Service Cloud implementation. Some highlights of this job included: Coordinating with an international team, Designing enterprise-level solutions, and Communicating with multiple business sectors. Technical highlights include: Deep interactions with the Process Builder, Introductory Apex coding (i.e. Triggers, Controllers, Visualforce Pages), and New App Configuration (i.e. LiveMessage & Conga)

**LEANKIT,** Franklin, TN

**Sales Operations Intern,** September 2016-April 2017

Handling various tasks that lend to the administration of Leankit's Salesforce instance as a whole, including running reports to track the effectiveness of the Business Development Team and troubleshooting integrations to increase the efficiency of outreach. Also utilizing DemandTools and standard Salesforce features to tackle cleaning all of LeanKit’s records.

**CALIFORNIA SCHOOL-AGE CONSORTIUM,** Oakland, CA

**Salesforce Project Manager (Volunteer),** June 2016-September 2016

Salesforce implementation leveraging the Non-profit Starter Pack, training of people who are new on the platform and guiding them through the fundamentals of Salesforce, working remotely with the organization and my team to ensure that the organization’s needs are met efficiently.

**MIKE WHEELER MEDIA, LLC,** Brentwood, TN

**Salesforce Administrator/Developer**, May 2016-September 2016

Salesforce Administrator duties, including but not limited to: creation of Lead Assignment Rules; Case Assignment and Escalation Rules to automate Case Management; extensive creation of Email Templates and Auto-response Rules; creation of Custom Objects to track sales and course reviews and tying those to student contact records; mapping Custom Fields from Lead records to Contact records; creating Sales Processes for multiple record types on Opportunities; building of a recruitment app to connect job-seekers to recruiters; capturing Lead Source information from Web-to-lead forms across multiple websites and subsequently leveraging that information to trigger Workflow Rules and Email Alerts. Additional duties include the creation and customization of multiple Wordpress powered sites.

**THE FISCHER INSURANCE AGENCY,** Brentwood, TN

**Website Development**, January 2016-September 2016

Designing and maintaining website for an all-lines insurance agency, including site design and content development.

**Marketer,** September 2014-September 2016

Cold-call marketing to prospective clients, positioning the agency as a full-service solution to all personal insurance needs. Includes recording and inputting customer information for quote generation by licensed agents, in addition to marking records for additional or future follow-up. Also provided an end-user perspective into a CRM application.

### EDUCATION

* **Brentwood High School**, Graduate
* **Columbia State Community College**, Web Development Classes Completed
* **Western Governor’s University,** Pursuing a Bachelor’s Degree in Data Management and Analytics

### PROFESSIONAL DEVELOPMENT

* **Udemy,** Completion of the The Complete Salesforce Administrator Certification Course, The Complete Salesforce Platform App Builder Certification Course, Service Cloud Courses by Bobby Buntin
* **Certified on Demand**, Completion of the Certified Administrator Study Guide and Practice Tests.
* **Trailhead**, Completion of various trails and modules to strengthen core Salesforce skills.
* **Focus on Force,** Studying the Platform Developer I practice tests and study guide.

### LINKEDIN PROFILE

[www.linkedin.com/in/andrewfischerTN](http://www.linkedin.com/in/andrewfischerTN)

### REFERENCES

Available upon request