Zablon Charles

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Summary

Experienced Certified Salesforce Administrator and Developer with over four years of expertise in Software Development, Project Management, and Data Analytics. Demonstrated proficiency in both declarative and programmatic aspects of Salesforce, consistently delivering results while employing analytical problem-solving methodologies. Possess strong organizational, communication, and analytical abilities, ensuring effective collaboration and successful project outcomes.

Experience

EMONICS
Salesforce Developer | 09/2022 - Present

● Designed and developed custom solutions and applications on the Salesforce platform.● Integrated Salesforce with other enterprise applications and systems.● Built and maintained Salesforce customizations, including but not limited to custom fields, validation rules, workflows, custom objects, and Apex code.● Performed data migrations and managed data quality in Salesforce.● Conducted thorough testing and debugging of Salesforce applications.● Worked closely with business stakeholders to understand their requirements and translated them into technical solutions.● Wrote and maintained technical documentation related to Salesforce applications.

REVATURE, LLC
Salesforce Developer/Administrator | 10/2020 - 08/2022

● Designed and implemented custom Salesforce applications using Apex, Visualforce, Lightning Components, and other Salesforce development tools.● Collaborated with business analysts, stakeholders, and other technical team members to gather and analyze requirements for Salesforce solutions.● Developed and maintained integrations between Salesforce and other systems using technologies such as REST/SOAP APIs and middleware platforms.● Customized and configured Salesforce features such as workflows, process builder, and validation rules to meet business needs.● Provided technical leadership and guidance to junior developers and contributed to the overall technical architecture and design of Salesforce solutions.● Troubleshot and resolved issues related to Salesforce customizations, integrations, and configurations.● Kept abreast of Salesforce platform updates and new features and evaluated their impact on existing solutions.

SWISSPORT, LLC
Salesforce Administrator | 11/2018 - 03/2020

● Collaborated with cross-functional teams to comprehensively understand business requirements for the implementation of Salesforce Service Cloud and Field Service Lightning (FSL).● Designed, developed, tested, and deployed tailored solutions and enhancements within the Salesforce platform, aligning with the specific needs of our solar services business.● Customized and optimized Salesforce Service Cloud to address the unique requirements of our service-oriented operations.● Implemented and maintained seamless integrations with other systems, ensuring data consistency and accuracy throughout our Salesforce environment.● Developed and managed Visualforce pages, Apex classes, triggers, and Lightning components to enhance the functionality of our Salesforce instance.● Provided technical expertise and support to resolve issues, offering troubleshooting for system errors and ensuring the smooth operation of Salesforce solutions.● Remained current with the latest advancements in Salesforce technologies and best practices, continuously assessing their impact on our existing Salesforce implementation.

Saint Peter's University
IT Intern | 01/2017 - 06/2018

● Installed and configured hardware and software systems, including servers, workstations, and peripherals.● Troubleshoot and resolve hardware and software issues for end-users, including diagnosing network and connectivity problems.● Maintained and updated network security measures, including firewalls and anti-virus software.● Monitored network performance and analyzed system logs to identify potential issues and implement solutions.● Developed and maintained documentation and user manuals for IT systems and applications.● Implemented IT policies and procedures to ensure compliance with industry standards and regulations.● Utilized windows, linux, and macOS to manage computer systems and networks/LAN/Voip Systems.

Skills

Java, Python, Apex, React, Gatsby, Javascript, Visualforce, Lightning Web Components, Salesforce DX, Adobe Echosign, ERP, MS Office, SQL, SAS., Salesforce Object Search Language (SOSL)., Salesforce Object Query Language (SOQL) , CRM Software

Education

Saint Peter's University
Computer Science | 05/2020

Hudson County College
English & Psychology | 06/2017

Certificates

Salesforce Certified Administrator (SCA), Salesforce Certified Platform Developer I, Certified Full Stack Java Developer