Luke Wells

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EDUCATION

Bachelor of Science in Software Engineering   *Rexburg, Idaho*
Brigham Young University - Idaho

RELEVANT WORK EXPERIENCE

Salesforce Administrator   June 2022 - Present
SafeStreets USA   *Rexburg, ID*

- Collaborated in a Scrum environment with a team of over 10 Admins/Developers to administer and configure a Salesforce instance with nearly 1000 active users
- Developed, tested, and deployed custom Apex classes, triggers, batch, and scheduled Apex following best practices to automate business processes
- Collaborated in a team of 3 to design and implement a second Salesforce instance, including data structure design, data migration from Excel, and process automation, ensuring a smooth transition with minimal downtime

SKILLS & CORE COMPETENCIES

- Salesforce Administration
- Professional Communication
- Troubleshooting/Diagnostics
- Microsoft Office: Word, Excel, PowerPoint

- Salesforce Development with Apex
- SQL and SOQL
- Team Collaboration
- Self-Motivated Learner

ADDITIONAL WORK EXPERIENCE

Customer Experience Agent   May 2019 - June 2022
SafeStreets USA   *Rexburg, ID*

- Designed training materials and SOPs adopted by the Customer Experience department and used as a model for parallel departments, enhancing team efficiency and capability
- Resolved customer concerns efficiently, preventing approximately $15,000 in monthly attrition-related losses

Audio/Visual Technician   March 2014 - August 2017
Blackfoot Performing Arts Center   *Blackfoot, ID*

- Collaborated with a team to maintain facilities, perform electronics repair, and troubleshoot audio/visual issues real-time during performances
- Managed audio setup and execution for 10+ large-scale performances, overseeing 30+ microphones and music cues to ensure high-quality sound production

CERTIFICATIONS

Salesforce - Certified Administrator
Salesforce - Certified Associate