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**Results oriented by taking proactive measures and ensuring actionable items are**

**completed and interdependencies are considered during system implementations that**

**improves project execution and business workflow.**

**TECHNICAL EXPERTISE**

**• Code Languages**- HTML, JAVA, AJAX, AND ACTIVE SERVER PAGES (ASP), APEX

**• Internet Protocols:** TCP/IP, HTTPS, FTP, DNS, AND 802.X

• **Operation Systems:** Win OS and Mac OS

**• CRMs And ERPs And Tools:** Clarify; Peoplesoft; Oracle 11i; SST Homegrown System (E-Flash); NetSuite; Salesforce.Com(workflows, process builders, and validation rules) Or Force.Com and App Exchange; Apex Data Loader; CRM Fusion; Demand Tools; EchoSign

**• ITIL Tool**- ServiceNow and BMC Remedy

**• SSO** – Okta; LDAP

**• Project Management Methodologies and Tools -**Traditional Waterfall and Agile, Microsoft Project and Visio, Rational, Smartsheet, Rally, Jira, Basecamp, and Google Apps (Docs and Sheets)

**PROFESSIONAL SUMMARY**

• **Certified Salesforce.com Sales Cloud Consultant and Administrator** earned through self-study and real-world experiences along with being a pro-bono consultant 3 to 5 hours a week for non-profit organization.

• Project Manager of 10+ End to End Implementations & Enhancements under Change Management Projects between NetSuite, Salesforce.com, and other CRM Systems.

• Experienced in Sales & Marketing and Service Cloud Business Strategies along with creating Service Level Agreements for customer and technical support groups; utilized Data Models from Multiple Cloud

Computing Solutions.

• Performs business analysis, problem solving and systems configuration and data mapping for 3rd Party

Integrators such as Boomi, Informatica, and Cast Iron through their Web Application Programming

Interface (API).

• Creator of Solid Cross-Functional Relationships for Enabling Success in project delivery through proven

project management methodologies; demonstrated business acumen and vendor management with

experiences that included managing several cross functional projects with global impact.

• Collaborator and provider of 80% of final solution for process re-engineering projects and implementations with internal and off-shore clients and teams.

• Influences C-Level Executives by leading team efforts and deploying exceptional written and verbal

communications that enhanced project work-flow, timing and completion.

• Increased User Adoption by facilitating group and individual training sessions that was recognized by senior management.

• Project Managed standardizations among profiles and objects permission along with permission sets and sharing to align with, Instance Key Functionalities (Custom Objects and Standard Objects), such as

Configure Price Quote (Big Machines), Sales Cloud, Service, and Forecasting.

• Consulted on Ground Up Service Cloud Implementation (2 Phases) wearing a hat of a Business Analyst and Salesforce Administrator working with Executive Management Teams and Support Teams Business Units migrating from Legacy Support System to Salesforce for HP Software.

• Handled Conflict Resolution on Escalations by Business Sponsors

**Work Experience: -**

**ForeScout Technologies – Sr. Salesforce Administrator, San Jose, CA - 2016 – present**

Administers ForeScout Salesforce Org & Collaborates with team members and direct boss

(Developers/Business Analysts/Architect/Integration Team & IT Director) under IT Business Applications

Group in providing solutions to eliminate business systems (Salesforce/Okta/Marketo/Channeltivity for Channel Marketing/Financial Force for Professional Consulting Services/Clari for Forecasting) pain points, and to increase user experience for Business Stakeholders, and different business functions, from Sales Operations through Support/Professional Consulting Services.

• 1st & 2nd Level Support of incoming ServiceNow Tickets submitted for system improvements/tasks (setting up users) and troubleshoot operational show stoppers (incidents)/escalations.

• Administers Territory Management with Sales Operations after learning the Background of the ForeScout Sales Model and Business Model.

• Coordinates with different AppExchange Vendors (i.e. Internet Creations/Financial Force/Inside

Sales/MapAnything) on upgrades/updates to Apps that ForeScout utilizes in their Salesforce Org.

• Configures Solutions for Business Requirements received from Business Analyst/Salesforce Architect, for enhancements.

• Evaluates system impacts to other system components such as Reporting and Dashboards/Custom

Objects/Standard Objects, along with impact to other integrated applications (NetSuite), for 1. Business

Users 2. Analysts 3. Architects through Data Analysis Tools.

• Manages bi-weekly releases of new enhancements and minor projects to improve ForeScout Salesforce Org for Business Optimization of System and Strategic Planning as Release Manager.

• Participates in Solution Planning Meeting to understand the business need, and contributes with prospective solutions/solution design mock-ups, for Organization Strategic Initiatives.

• Creates/Updates/Maintains Knowledge Transfer Documents and Onboarding Check Lists along with

conducting Knowledge Transfer Sessions.

**Independent Consultant 2009 – 2016**

• Project Managed (Utilizing Waterfall & Agile) release cycles of new enhancements (increasing user

experience) or system bugs with onshore and off-shore Development Teams.

• Documented business requirements (User Stories), Solution/Functional Document along with Test Scripts with regression scenarios to increase efficient delivery of features and enhancements and ensures there are no gaps between functional requirements and technical development of evolving Partner Portal.

• Contributed to improvements on how releases are managed between the different environments by capturing lessons learned after deployment of each project.

• Worked closely with System Integrator (SI) Team under a Scrum Methodology to review System

Requirements, Solutions, and Deployment Strategies.

• Consulted on Ground Up Service Cloud Implementation (2 Phases) wearing a hat of a Business Analyst and Salesforce Administrator working with Executive Management Teams and Support Teams Business Units migrating from Legacy Support System to Salesforce for HP Software under HP Inc during organization split (Between Hewlett Packard Enterprise and Hewlett Packard Inc.)

• Analyzed and gather source data to determine Data Model for Standard Object and Custom Objects.

• Facilitated Meetings involving Engineers who are SMEs on enhancements/changes for business processes.

• Participated and contributes in Sprint Reviews of Bugs and Enhancements.

• Utilized a Hybrid Waterfall Agile Approach to lead Implementation Delivery Teams on clients’

Salesforce.com Products/Services Purchased for Sales Cloud, Service Cloud, Portals, and Custom

Development on the Force.com Platform.

• Collaborated with SI Developers to architect system infrastructure for Lightning Components in

Communities utilizing Napili Template for External Interfacing Customer Portal for HP Software

Customers.

• Maintained Entitlements, Service Contracts, and Service Contract Line Items during Dataloader.

**Clients/Customers:**

**Hewlett Packard Inc. - Salesforce Integration Consultant. Palo Alto, CA**

**SunPower Inc. - Sr. Principal Consultant/Sr. CRM Systems Analyst San Jose, CA**

**Google Inc. - Salesforce Administrator/Senior Consultant Mountain View, CA**

**Force by Design - Cloud Application Consultant (Project Manager) San Francisco, CA**

**Atlona Inc. – IT Systems Analyst/SFDC Admin & NetSuite Admin, Sunnyvale, CA 2011 - 2012**

Advocator for Business Users on Cross-Functional Teams after hearing their stories on Systems and

Applications while closely supporting Sales & Marketing on CRM; ERP; Marketing Lead generation Tool (Ex. Salesforce.com, NetSuite, and Pardot).

• Ensured alignment of Sales & Marketing is in place before defining and creating Leads and Opportunities management processes to assist in increasing user adoption of Salesforce.com Sales Cloud.

• Defined processes for business requirements and implements them into Salesforce.com through

configuration of custom fields, approval processes, workflows, validation rules, and train users of changes.

• Project Managed NetSuite ERP Implementation by driving business mapping sessions with Key Business

Process Owners & NetSuite Consulting Services.

• Configured NetSuite to sync with Company Business Requirements through workflows and custom fields.

• Implemented Best Practices for Salesforce.com CRM System and NetSuite ERP System.

**Skire Inc. (Acquired by Oracle) – Client Service Analyst/Salesforce.com Administrator, Menlo Park, CA - 2010 - 2011**

Acted as a liaison and supported PPM SaaS Hosted Application Solutions utilized for Managing Capital

Projects, Facilities, and Real Estate between Clients and Our Internal Teams; administers, maintains, and

manages projects from Key Business Decision Makers on our Salesforce.com CRM under Skire Application Support Team in the Service Cloud.

• Performed and documented analysis of system behaviors for business processes based on client’s operation solution, manage issues and bugs based off scrum teams (Product Management & Engineering) priorities align with client’s business needs.

• Created reports/dashboards to monitor system performance and support case trends for reporting periods to assist in planning of resources and to alert management of operational sensitivity.

• Implemented Best Practices for maintaining dashboards and reports in Salesforce.com for Top Management to prevent skewed data upon reviews.

**Education/Training**

**• B.S. Degree, Business Administration/Management Information Systems, San Jose State University**

**• Project Management Methodology Training – SST Professional Development Program**

**• Attended Courses for PMP Exam with CPrime in Foster City**

**• Attended Training for Agile Scrum with Conscires Agile Practices (8PDUs)**

**• Salesforce Lightning Specialist from continued training from Trailhead**