**Arden Bjerkeli**

**(214) 394-1410**

[**r.Bjerkeli52@gmail.com**](mailto:r.Bjerkeli52@gmail.com)

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| Salesforce Certified Developer - Since May 3, 2017, Current for Summer 2018    Salesforce Certified Administrator – Since November 28, 2016, Current for Summer 2018 |

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| Extensive experience in IT, marketing, engineering management and hands-on engineering in the software development industry and the computer manufacturing industry. Strengths in Salesforce.com development and administration, people management, problem solving, process design, database design and software licensing. Experience in customer support, sales support, R&D, manufacturing, marketing and IT infrastructure.  Programming Languages   * C#.NET * ASP.NET * C * Assembly language * SQL * JavaScript * HTML 5   Salesforce.com Languages   * Lightning components * Apex classes * Apex triggers * Apex web services * API * SOQL * Visualforce * Validation rules * Formulas   Managerial Specializations   * Engineering management * Cross-functional leadership * Process design * Product management * E-marketing * IT infrastructure   Technical Specializations   * Salesforce.com development * Salesforce.com administration * Pardot lead nurturing * NetSuite administration * Big Machines CPQ * Salesforce CPQ (SteelBrick) * Rootstock * FlexNet licensing expertise   **Professional Experience**  **Hunting Energy Services – Houston, TX June, 2018 to October, 2018**  Salesforce Developer/ Administrator   * Salesforce setup, maintenance and customization   + Salesforce CPQ, Lightning, Pardot and Chatter * Business process design and training * Integration of Made2Manage ERP systems with Salesforce   **Bjerkeli Consulting –** Spring, TX August, 2016 to June, 2018  Proprietor  Provided contract services for past employers and new clients   * C#.NET development * Salesforce.com development * Salesforce.com * Server management * Clients   + - ASSET InterTech, Inc.     - Oscar Associates Americas LLC     - Catapult Staffing   **ASSET InterTech, Inc.** - Richardson, TX April 2001 to July, 2016  Director of Customer Experience and Information Infrastructure, January 2013 to present  Managed eMarketing, IT infrastructure and business processes. Administered and programmed Salesforce.com, Pardot and NetSuite databases. Defined processes for sales, support and finance. Managed corporate messaging, website development and lead-generation processes.   * + Director of Support, Training, and Services, April 2001 to January 2013   + Managed a global team of 22 application engineers and contractors responsible for sales support, customer support, services, training, and product test. Acted as a consultant to the marketing team.  |  |  | | --- | --- | |  | Through automation projects, reduced the staffing level needed for customer support by 40%, while revenue doubled and product lines tripled | | * - | Built a library of web-based maintenance-only tools accessible from within the software application, increasing software maintenance retention by 30% | | * - | * Set up a case management system in Salesforce.com for tracking customer issues, bugs reports and enhancement requests | | * - | * Integrated and cross-trained the support teams following two mergers | | - | Created a self-service license retrieval system that reduced a 20-minute support case to zero (no staff involvement) |   **Compaq Computer Corporation** - Houston, TX March 1985 to April 2001  Manager, BIOS Development and Test, Consumer Group, January 2001 – April 2001  New product BIOS development and test for consumer desktop computers  Acting Director, Engineering for New Product Introductions, January 1999 – April 1999  Directed all engineering departments responsible for factory introduction of server products   |  |  | | --- | --- | | - | In-circuit test engineering | | - | PCA functional test engineering | | - | System test and run-in engineering | | - | Diagnostics development | | - | PCA assembly process engineering | | - | Mechanical engineering |   Manager, Test Engineering, February 1987 – January 2001  Managed various teams of test engineers in preparing factories for new product launches   |  |  | | --- | --- | | - | In-circuit test | | - | PCA functional test | | - | System test and run-in |   Manager, New Technologies and Strategies, January 1989 – October 1991  Facilitated Compaq’s first corporate test strategy team  Testability research and development   |  |  | | --- | --- | | - | Introduced boundary scan as a corporate strategy, increasing test coverage by 20% |   New fixture and test access technology research   |  |  | | --- | --- | | - | Determined the optimum test probe style and spring force for test fixtures in no-clean production lines, saving over $1.5 M/year in test fixture maintenance |   Functional Test Engineer, March 1985 to February 1987  Test design for new product introduction of computer printed circuit boards   |  |  | | --- | --- | | - | Created a method for loading an image of an OS and diagnostics application from a ROM card, vs. a floppy disk, reducing test time by one minute, saving more than $1.8M/year in equipment and operator costs | |
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