Austin Lawler alawler4@gmail.com

682-365-6103  
 Broomfield, Colorado

WORK EXPERIENCE

Canpango Inc. 09/17-09/18

*Solution Architect 04/18-09/18*

* Assist in eliciting business requirements using techniques including interviews, document analysis requirements, workshops, surveys, site visits, business process descriptions
* Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs
* Building and refining business process automation through the use of complex formula fields, workflow rules, Process Builder, and Visualflow

*Implementation Specialist 09/17-04/18*

* Configuring Salesforce.com based on client's unique business requirements
* Analyzing business needs on a case-by-case basis, synthesis of those needs, and solving them using salesforce.com's platform's functionality

ORIX USA

*Systems Analyst – CRM Administrator* 04/16-09/17

* Solely responsible for troubleshooting issues, ad hoc report requests, enhancement requests, and managing two separate Salesforce orgs (Classic and Lightning) of 75 users total, each with multiple environments
* Co-lead the requirements gathering, project planning development, and project execution for weekly Salesforce releases
* Maintain a working knowledge of latest Salesforce technology available

General Motors Financial Company

*Operations Analyst – Salesforce Administrator* 03/15-04/16

* Managed daily support processes, as well as emails, and ad hoc report requests from approximately 3,500 users
* Led meetings to determine key requirements and demonstrate potential solutions with SFDC
* Maintained thorough understanding of data and information resources

Dallas Baptist University Office of Financial Aid

*Income Verification Coordinator* 02/12-10/14

* Administered federal auditing process of students’ accounts through reconciling IRS tax return information with federal student aid records
* Assisted in the management and payment of over $250,000 in Federal Work Study Funds per year in conjunction with payroll office and cashier’s office
* Technical computer skills: Datatel, OnBase, MS Word, Excel, Outlook, and federal student aid online databases

EDUCATION

Dallas Baptist University 08/11-12/14

B.A. Business Administration

CERTIFICATIONS & SKILLS

* Salesforce ADM 201 & Salesforce Service Cloud Consultant Certifications
* Google/Microsoft Suite
* Salesforce Data Loader
* Dataloader.io
* Jitterbit Cloud Data Loader
* DemandTools
* Pardot
* Marketing Cloud