Isaac Hall

Salesforce Developer | CRM Solutions | Cloud Integration

@ help@enhancv.com 🔗 linkedin.com 📍 Seattle, WA

SUMMARY

Salesforce developer with 6 years of experience in complex technical implementations. Expertise in designing scalable solutions and integrating cloud services significantly enhances system performance and user satisfaction. Notable achievements include a 30% improvement in system performance and a 20% increase in operational efficiency through automation. A dedicated professional committed to leveraging technology to streamline business processes and enhance data security.

EXPERIENCE

Senior Salesforce Developer
Microsoft

📅 05/2019 - Present 📍 Redmond, WA

- Led the design and development of scalable Salesforce solutions, improving system performance by 30%.
- Implemented complex Apex classes and triggers to automate business processes, increasing operational efficiency by 20%.
- Managed sandbox-to-production environment migrations, reducing deployment errors by 40%.
- Developed custom Visualforce pages to enhance user experience, resulting in a 25% increase in user satisfaction.
- Collaborated with cross-functional teams to integrate Salesforce with other enterprise solutions, enhancing system interoperability.
- Authored extensive documentation on system architecture and development processes, ensuring maintenance and scalability.

Salesforce Developer
Amazon

📅 01/2016 - 04/2019 📍 Seattle, WA

- Configured and maintained Salesforce environments, supporting over 10,000 active users.
- Developed and tested automation scripts, increasing deployment speed by 15%.
- Created comprehensive user guides and training materials for Salesforce CRM, significantly improving adoption rates.
- Implemented enhanced security models using permission sets and profiles to safeguard user data.
- Streamlined the data migration process from legacy systems to Salesforce, ensuring accuracy and minimal downtime.

CRM Systems Analyst
Oracle

📅 08/2013 - 12/2015 📍 Seattle, WA

- Analyzed and revamped customer service workflows within the CRM, improving response times by 30%.
- Coordinated with product management to translate business needs into technical specifications.
- Led user acceptance testing for new CRM features, facilitating smoother rollouts.
- Supported the integration of cloud-based applications with existing CRM systems.

KEY ACHIEVEMENTS

✨ **30% System Performance Improvement**
Successfully optimized Salesforce applications at Microsoft, enhancing overall system performance by 30%.

⭐ **20% Efficiency Increase**
Automated key business processes at Amazon using Apex, improving operational efficiency by 20%.

✔️ **25% User Satisfaction Increase**
Developed and deployed user-centric Visualforce pages, increasing user satisfaction by 25%.

💙 **Security Model Overhaul**
Enhanced security protocols at Amazon, implementing new permission sets and profiles to protect sensitive data.

SKILLS

Salesforce CRM	Apex

Visualforce	Cloud Integration

Performance Optimization

System Architecture

CERTIFICATION

Advanced Apex Programming
Intensive course covering advanced aspects of Apex programming, provided by Salesforce.

Salesforce System Architect Certification
Certification program focused on designing scalable and efficient Salesforce architectures.

EDUCATION

MS in Computer Science
University of Washington

📅 01/2011 - 01/2013 📍 Seattle, WA

BS in Computer Science
California Institute of Technology

📅 01/2007 - 01/2011 📍 Pasadena, CA