**John Gordos**
720-212-8404
john.gordos@outlook.com

12507 W. Alameda Dr.
Lakewood, CO
80228

## SUMMARY OF QUALIFICATIONS

Curious, self-starter who values making things easy and more efficient for people by applying back-end web development knowledge to help maintain systems and implement scalable solutions. Proficient at building routes with Express.js to support site navigation, transacting with a database, and other back-end services. Strong ability to model data from having a total of 5+ years of experience as a Salesforce administrator. Advanced knowledge of the Salesforce platform with a strong desire to branch out and learn more technologies.

## TECHNICAL SKILLS

JavaScript ES6+, HTML5, jQuery, React, Node, MongoDB, Mongoose, MySQL, Sequelize, Express, Handlebars, Git, GitHub, Salesforce Platform, Salesforce Apex, Salesforce Lightning Web Components, Salesforce Flows

## WORK EXPERIENCE

Tipico US
*Salesforce Developer*                                                                      March 2022 – May 2023
- As the only developer, implemented a domain-service framework with apex that helps enforce SOLID principles and allow future developers to implement unit testing with Salesforce's Stub API.
- Used Atlassian Confluence to write documentation describing patterns, maintenance, new user setup, and the deployment process.
- Built an integration between Salesforce and Slack that would alert support managers of events related to chats – like if a chat was waiting in the queue for several minutes or if no agents were online.
- Created custom endpoints in order to periodically receive data from MySQL databases through AWS.
- Administrated PhoneIQ, which had a CTI with Salesforce that ensured our customer's calls were routed to the relevant agent and that the agent can complete post-call actions.
- Managed all Salesforce users, including new user setup and transitions.

Evolve Vacation Rental
*Salesforce Developer*                                                                      March 2020 – August 2021
- Migrated Salesforce components into unlocked packages to better organize the database and its automations, frequently reworking existing code to run more efficiently and respect our new patterns.
- Collaborated with project managers to refactor a homeowner onboarding application, which reduced the time it took to complete and allowed applicants to start from where they left off.
- Coordinated with Dell Boomi developers to help build an integration with Avalara, allowing users to essentially upsert tax data to Salesforce.
- Facilitated deployments by leading meetings to confirm which stories would be deployed, deployed work created by other developers, monitored exceptions, and performed initial troubleshooting.

Wide Open West
*Salesforce Administrator*                                    October 2018 – March 2020
- Debugged and helped redesign apex triggers to respect Salesforce governor limits and run more efficiently, resulting in faster transactions and improved data quality.
- Created and organized solution design documents, admin training materials, and summaries of components.
- Advocated for code review with contractors to ensure best practices were followed, acceptance criteria were met, and code ran efficiently.
- Administered Docusign's integration with Salesforce, allowing the sales department to send contracts to customers from within Salesforce.
- Used ServiceNow to provide technical support for Salesforce, its integrations, and Docusign.
- Collaborated with stakeholders to define solutions and implemented them using apex and flows.

**Awards/Acknowledgements**
Received the Business Impact Award from Wide Open West for my hard work, devotion, and commitment to excellence.

Return Path
*Salesforce Support Specialist*                                    May 2015 – April 2017
- Provided business and technical support for Salesforce users from various departments using Salesforce Service Cloud.
- Setup new users and managed profiles, permission sets, and roles for existing users.
- Participated in SCRUM ceremonies to prioritize and design enhancements.
- Created and modified Salesforce automations and reports to streamline the flow of data and present it in a meaningful way.

**EDUCATION**
UNIVERSITY OF DENVER (Denver, Colorado)                              May 2023
Full-Stack Coding Bootcamp

UNIVERSITY OF COLORADO DENVER (Denver, Colorado)          May 2015
Bachelor of Science: Mathematics                                     GPA: 3.6

**CERTIFICATIONS**
Salesforce Certified Administrator                                   October 2015
Salesforce Certified Advanced Administrator                          February 2018
Salesforce Certified Platform Developer I                            December 2019