

Salesforce Business Analyst Salesforce Business Analyst Colorado Springs, CO Skilled Salesforce Admin and Declarative Developer looking for a busy organization to Administer and Develop Salesforce. Complex problems involving Automation and Marketing are my favorite to solve! Authorized to work in the US for any employer Work Experience Salesforce Business Analyst Advanced Network Management Inc - Albuquerque, NM November 2018 to June 2019 Created Automated and scalable solutions with Automation tools and Declarative Development. Completed two Salesforce Development Life Cycles start to finish. Creating custom Applications with Automation Provided the bridge in communication between client and development teams by creating effective user stories, managing the backlog, and using Agile and SCRUM methodologies in Sprints to facilitate the development of Big Tasks. Front End Web Developer & Architect CNM Ingenuity Coding Bootcamp - Albuquerque, NM May 2018 to August 2018 Completed a 14 week coding bootcamp focusing on Java, Android, and Salesforce development which consisted of 480 Classroom hours and 240 hours working in teams. Published an Android app on the Google Play Store that uses Salesforce as the Backend server. Custom coded a shim in Java utilizing an AWS EC2 instance. Learned to how integrate APIs with a RESTful web client, providing a secure authentication without exposing credentials. Worked on Full Stack software development using Agile and SCRUM Methodologies. FHA Mortgage Underwriter First Choice Loan Services - Remote August 2016 to December 2017 Focused on communication and dedication to improvement by increasing YOY fundings by 300% and exceeded SLA's. Excelled at attention to detail, risk management, and organization by obtaining results of zero post close deficiencies. Prioritized workflow by providing closing issue resolution for entire company while also maintaining production standards. Performed complete analysis of all documentation needed for FHA, Conventional, and VA residential mortgage financing. Reviewed and conditioned files for secondary market, kept up to date with frequent changes to rules, regs, and overlays. Licensed Loan Processor / Mortgage Loan Originator Wells Fargo Home Mortgage / LoanStar Home Lending - Albuquerque, NM August 2009 to August 2016 Business User of Salesforce CRM for 3 years. Provided user requirements and helped to implement custom salesforce org. Used Salesforce to manage campaigns, track

and convert leads, run reports, and to create tasks and events. Worked on pilot projects for proprietary software system, helping to deliver successful full integration in less than one year. Managed pipeline of loans, facilitating 15-20 internal and external parties with funding rates of over 500 files per year. Education Bachelor of Science in Business Administration in Finance North Dakota State University - Fargo, ND Skills HTML, JIRA (Less than 1 year), WORKFLOW (1 year), Salesforce (4 years), Salesforce Admin (1 year), Apex (1 year), Visualforce (1 year), Flow Builder (1 year), Process Builder (1 year), Project Management (8 years), Business Analysis (1 year), Agile (1 year), Scrum (1 year) Links <http://www.linkedin.com/in/justintorrez> Certifications/Licenses Salesforce.com Certified Administrator September 2018 to Present Salesforce.com Certified Platform App Builder January 2019 to Present Additional Information TECHNICAL SKILLS Salesforce Certified Administrator | Salesforce Certified Platform App Builder |Flow Builder |Apex | Lightning Experience | Process Builder | Data Loader | Data Import Wizard| SOQL | Custom Objects | Workflow Rules | Agile Development | SSO | SCRUM | Nintex DocGen | Salesforce Connect | External Objects |SOAP & REST | Schema Builder | Sales Cloud | Service Cloud | Declarative Coding |Process Automation |LucidChart | Clickup | JIRA | GitHub | Command Line Interface | Java |HTML | CSS|Webex Teams|Email Templates | Slack | Quip |

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