

Benjamin Ngo

🏠 Metro Vancouver, BC

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✉ benjamin.ngo@zoho.com

Profile

Revenue Operations and software development professional, with over 3 years of experience. Adaptable to evolving needs of lead routing, workflow automations, and executive reports. Experienced with stakeholder interviews, integrations management, and feature testing.

Tech Stack

- **GitHub Sample:** github.com/benjamin-ngo/salesforce-easy-checks
- **Languages:** JavaScript, Python, Excel VBA, HTML / CSS, Shell Scripting, C++, SQL
- **Salesforce:** Apex, Flow, LWC, CLI (sf / sfdx / mdapi), SOQL, Community Cloud, LeanData
- **RevOps:** HubSpot, Outreach, ZoomInfo, Chili Piper, Chargebee, Unbounce, Matik
- **Collaboration:** Figma, SharePoint, Bitbucket, Confluence, Jira, Lucidchart

Industry Experience (Part 1)

Salesforce Administrator

Intiveo, Vancouver, BC

May 2022 – Jan 2025

- Strengthened pipeline generation for a \$15M+ organization by creating automations for lead routing, task assignment, and meeting reminders
- Decreased annual costs by 22% for a Salesforce backup solution after negotiating a discount from the initial renewal quote
- Streamlined business development efforts by scripting, normalizing, and segmenting over 80,000 historical lead records
- Improved traceability of over 19 requests by developing a Slack integration that captures requirements into actionable tickets

Process Analyst / Salesforce Developer

Groundswell Cloud Solutions, Vancouver, BC

Jan 2019 – July 2021

- Increased visibility of business health by developing a JavaScript utility that processes time cards into categories such as billable hours
- Enabled prospect capture for a \$1.3 billion organization by resolving complex bugs related to Google integrations and CSV imports
- Furthered the effectiveness of PSA software by closing old bugs and writing technical documentation for deployment processes
- Modernized the user experience for over 350,000 Consultants by creating an extensible tab framework to replace duplicated solutions

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Industry Experience (Part 2)

Process Analyst – IT Services

Simon Fraser University, Burnaby, BC

Sept 2016 – Aug 2017

- Enhanced visibility into 54 services by documenting a Service Catalog with system dependencies, access rules, and escalation paths
- Simplified Major Incident processes by defining 3 incident phases, outlining responsibilities for 5 roles, and diagramming workflows
- Deployed a desktop ordering system by coordinating 13 team members, tracking project progress, and writing knowledgebase articles
- Furthered preparations for eTRACS migration by analyzing 2 current state systems and capturing future state objectives into 5 themes

Implementation Assistant

Fraser Health Authority, Langley, BC

Jan 2016 – Apr 2016

- Improved morgue throughput by 25% after interviewing 11 stakeholders and identifying a redundant one-week process
- Strengthened visibility into hospital flow by programming a VBA script that processes and charts 4 months of bed occupancy data
- Identified 5 recommendations to improve sleep room utilization after conducting 8 site visits and analyzing suggestions from stakeholders

Event Planner / HR Assistant

Sources Community Resource Centres, White Rock, BC

Sept 2014 – Apr 2015

- Boosted net fundraiser proceeds over 112% by leading a team of 16 volunteers in securing logistics and sponsors over 4 months
- Supported records standardization by creating 199 employment summaries for employees from 3 different mergers
- Enabled project succession by creating a comprehensive training package with document templates and event checklists

Education

Bachelor of Business Administration

Simon Fraser University, Burnaby, BC

Graduated: June 2018

- Major: Operation Management, Minor: Computing Science

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Intro

Welcome to my Business Portfolio!

The following consist of authorized or personal samples of my non-confidential work.

If interested, feel free to contact me to discuss potential opportunities.

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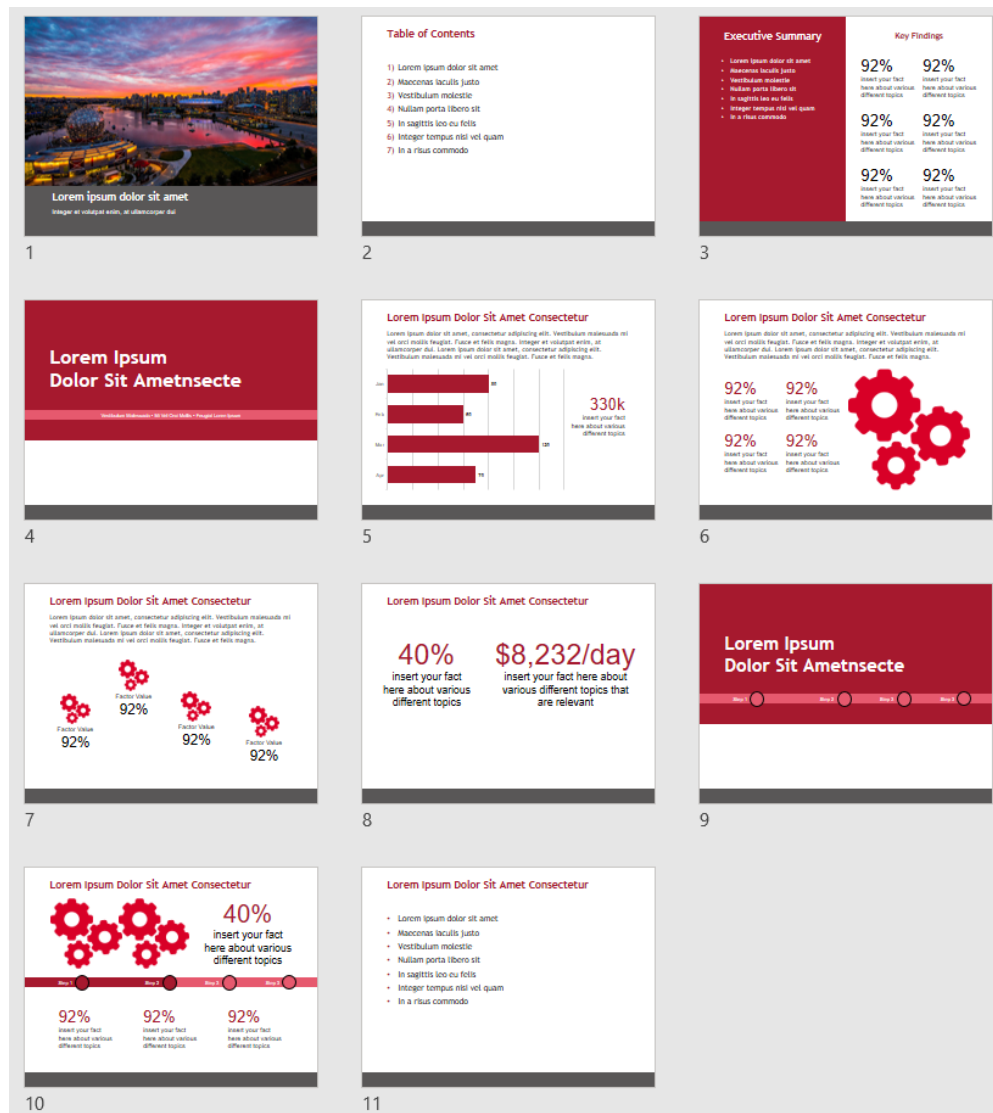
Presentations

My presentation slides are simple and visual.

Information is presented as graphs, bullets, or short statistics. Slides have comfortable white space and relevant icons.

Organizational branding is important. Company templates and colours are used when available.

The following is a partial slide template I designed. The presentation aspect ratio was chosen to match the existing organizational equipment.



Reports

My reports are concise and easy to read.

Information may be summarized with graphs or bullets. Reports are organized into relevant sections such as decision options, recommendations, and reference tables.

Organizational branding is important. Company templates and colours are used when available.

The following is a genericized example from one of my reports. My reports are customized to meet the needs of the audience.





Automations

I am experienced with software development, low-code automations, spreadsheet scripting, and everything in between.

I balance performance and time to delivery. For potential solutions, it helps to step through user requirements, edge cases, and resource constraints. Error handling is important as well.

The following is from one of my GitHub repos. This function retrieves the latest git branch for later use. The rest of my source code can be reviewed at

<https://github.com/benjamin-ngo/salesforce-easy-checks>

```
→   github.com/benjamin-ngo/salesforce-easy-checks/blob/main/scripts/lint.sh

38 # @description Gets the latest changes for the specified branch.
39 # @param {1} The name of the git branch to fetch from.
40 fetchBranch () {
41     # Quits if the branch name is not valid.
42     local branch_to_check="$*"
43     quitIfBranchNameNotValid "${branch_to_check}"
44
45     local message_fetching_now="Fetching latest \"${branch_to_check}\" branch..."
46     displayMessage "${message_fetching_now}"
47     echo ""
48
49     # Empty file ensures git stash works if there are no unsaved changes in the repo.
50     local git_stash_file=".lintsh_gitstash.txt"
51     local error_stash_or_fetch="Error with saving working directory or retrieving Git branches."
52     touch "${git_stash_file}" || displayErrorAndQuit "${error_stash_or_fetch}"
53
54     local stash_message="Working directory before ./scripts/lint.sh"
55     local is_stash_successful=1
56     local is_function_successful=0
57     {
58         git stash push --include-untracked --message "${stash_message}" &&
59         is_stash_successful=$? &&
60         git fetch --no-tags --depth=1 origin "${branch_to_check}" &&
61         git checkout "${branch_to_check}" &&
62         git checkout "@{-1}"
63     } ||
64     {
65         is_function_successful=1
66     }
67
68     # Restores the working directory back to its original state.
69     if [ "${is_stash_successful}" -eq "0" ]; then
70         git stash pop
71     fi
72     rm "${git_stash_file}"
73     echo ""
74     if [ "${is_function_successful}" -eq "1" ]; then
75         displayErrorAndQuit "${error_stash_or_fetch}"
76     fi
77 }
```

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Events

My events are well-executed and deliver on company goals.

I have organized and run many events including discovery sessions, training seminars, and team-building workshops.

Successful events come from diligent planning, good logistics, and calm flexibility. It helps to test AV equipment, check the internet connection, prepare backup files, and such.

The following are authorized pictures from two events I managed. The first is from a team-building workshop for an employer. The second picture is from an inter-university tournament.



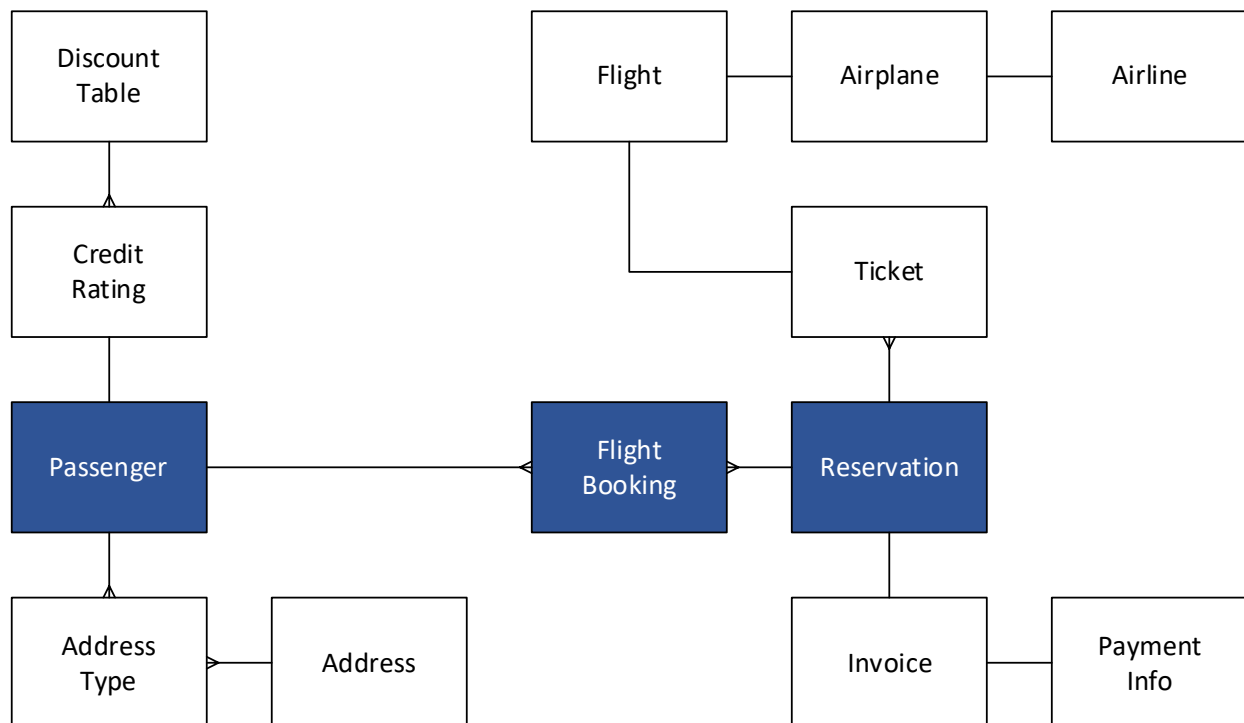
Database Diagrams

My database diagrams promote readability and understanding.

My diagrams help stakeholders discuss use cases and requirements. Technical staff can use my diagrams to iterate over edge cases, scalability decisions, and such.

Many IDEs can create diagrams. For manual diagrams, I am experienced with Lucidchart, Visio, and whiteboards.

The following is an ER Diagram that I submitted for a simplified air travel booking system.



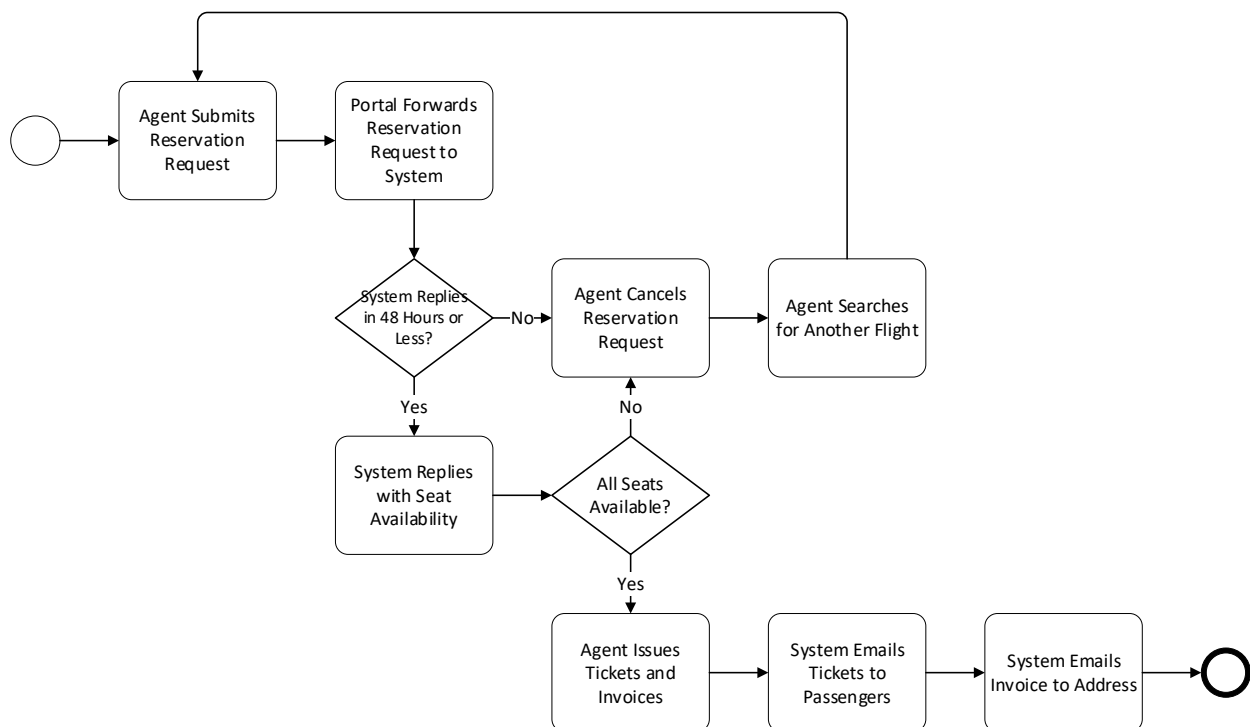
Business Diagrams

My business diagrams are straightforward and stimulate understanding.

For staff training, I may use swimlane diagrams to emphasize roles and process handovers.
For workflow analysis, process diagrams help encourage discussions on pain points, bottlenecks, and edge cases.

I am experienced with Lucidchart, Visio, and whiteboards.

The following is a process diagram I submitted for a simplified air travel booking process.



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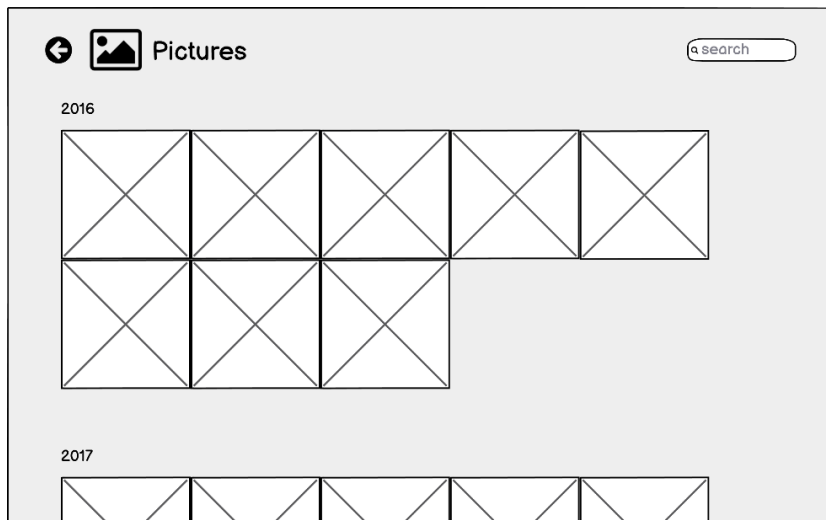
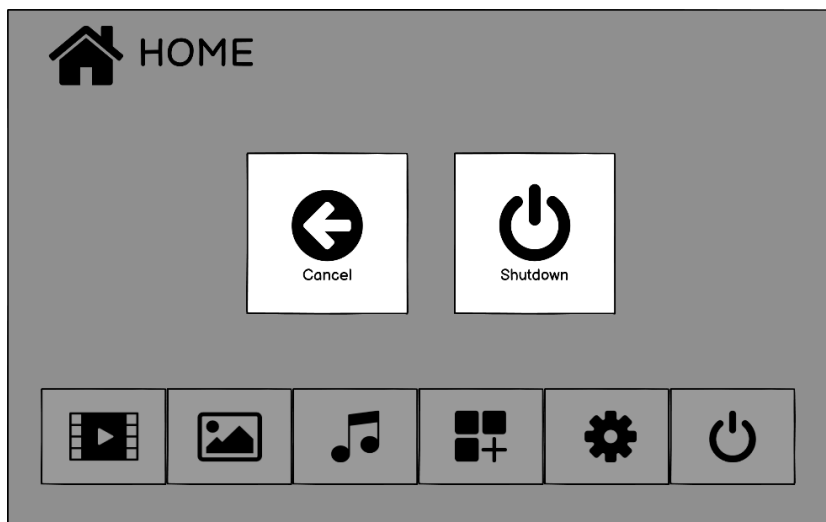
Mockups

My mockups stimulate insightful discussions into actionable feedback.

Low-fidelity wireframes promote discussions about workflows and pain points. These discussions help iterate the user experience and lead to happier stakeholders.

I am experienced with Figma, Balsamiq, Visio, Photoshop, and more.

The following are low-fidelity wireframes I designed for the user interfaces of media players.



Emails

My task-oriented messages are concise.

Task-oriented messages may be organized in the “greeting → context → call-to-action” format to promote easy reading. Screenshots and links are included for easy context.

My concise writing style has been adapted to other formats such as knowledge base articles, technical documentation, and ticket comments.

The following is a genericized version of a mass email I wrote for an employer:

Subject: Feedback Survey – Please Respond by July 1 2025

Date: June 14, 2025

Good morning!

The Team is seeking your feedback to improve the usability of *ABC*.

The survey has 6 questions. It should take about 8 minutes to complete.

All responses will be kept anonymous and confidential.

When ready, please complete the survey at <https://www.example.com/survey>

The survey will be available until July 1, 2025 @ 1:00 PM PT.

For questions, feel free to contact The Team via the contact info below.

Thank you,
The Team

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Photos

I am experienced with shooting photos for business use.

Some moments I captured include public speeches, award ceremonies, and charity auctions.

Other photos, such as whiteboard diagrams or flipchart notes, help support documentation.

The following are two photos from my personal collection. The first photo is from a local provincial park. The second photo is from overseas travel in Asia.

