

# Benjamin Ngo

🏠 Metro Vancouver, BC

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## 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](https://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