CHARLIE FABER

As a highly motivated Software Engineer, I am currently dedicated to simplifying wedding planning for couples globally at The Knot Worldwide. With a Bachelor's in Computer Science and multiple Salesforce certifications, pursuing a Master's in Computer Science with a focus on Machine Learning excites me. I aim to leverage cutting-edge technologies, explore artificial intelligence, and develop intelligent systems that drive positive global impact. My passion for innovative solutions and desire to contribute to groundbreaking initiatives make me eager to take on new challenges and create meaningful change through technology.

CONTACT

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🏠 1065 United Ave SE Unit 203
Atlanta, GA 30316

EDUCATION

Bachelor of Science in Computer Science
Georgia College & State University, Milledgeville GA - 2017

Master of Science in Computer Science
Georgia Institute of Technology
Atlanta GA - Expected Grad Dec 2026

CERTIFICATIONS

- ❖ Salesforce Platform Developer I
- ❖ Salesforce Platform Developer II
- ❖ Salesforce Application Architect
- ❖ Salesforce Sharing & Visibility Designer
- ❖ Salesforce Database Management and Architecture Designer
- ❖ Salesforce CPQ Specialist
- ❖ Salesforce Platform App Builder
- ❖ Salesforce Administrator
- ❖ Salesforce Certified Associate

PROFESSIONAL EXPERIENCE

Lead Software Engineer   Nov 2021 - Present
The Knot Worldwide - Atlanta, GA

- ❖ Led the successful implementation of a Quote-to-Cash system, streamlining the end-to-end sales lifecycle by seamlessly integrating Sales, Financial, and Fulfillment systems including Salesforce, Stripe, NetSuite, and proprietary applications.
- ❖ Spearheaded the development of a customer self-service portal, enabling users to independently handle bill payments, access contracts and invoices, and update account information, thereby reducing the need for manual intervention.
- ❖ Successfully conducted migration of account, contract, and subscription data for over 500,000 customers across Salesforce instances in support of CPQ implementation.
- ❖ Transitioned customer service representatives from round-robin case distribution to Service Cloud Omni-Channel, unlocking KPIs to monitor performance and improving customer satisfaction by reducing resolution time.
- ❖ Authored The Knot's Salesforce development standards, leading to increased quality, consistency, and documentation of custom development across enterprise teams.

Senior Salesforce Developer   Nov 2019 - Nov 2021
Cognizant - Atlanta, GA

- ❖ Coded custom product configuration interfaces, enabling end-users to configure products on an external host with seamless data integration into Salesforce CPQ.
- ❖ Architected a new rebates data model, leading to efficient processing of millions of distributor rebates annually, significantly increasing productivity and reducing errors compared to the previous Excel-based approach.
- ❖ Managed a team of four Salesforce developers on a high-value CPQ project, optimizing task assignments according to individual strengths and providing expertise on Salesforce best practices and design patterns.
- ❖ Extended functionality of Salesforce CPQ, Billing, and Advanced Approvals with Quote Calculator Plugins, Lighting Web Components, Apex Triggers, and Flows to align to existing business processes and deliver the best user experience.
- ❖ Crafted complex Lightning Web Components for sales data visualization within the CPQ Quote Line Editor, aggregating sales metrics and graphing data using ChartJS.

Salesforce Developer   Nov 2017 - Nov 2019
IBM - Atlanta, GA

- ❖ Led engaging requirements gathering sessions with clients to deliver quality products aligned with existing business processes.
- ❖ Implemented Field Service Lightning and customized the dispatcher console, enhancing employee performance tracking for a Fortune 500 company with 6000+ field employees.
- ❖ Designed an appointment scheduling application within Salesforce, facilitating unified collection and reporting of retail store visit data.
- ❖ Created readable, well-documented, and thoroughly unit-tested applications on the Salesforce platform.