Chris Merrill

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Objective
To utilize my organizational, interpersonal, and technical skill set to contribute to a dynamic team of professionals.

Key Qualifications
- More than 15 years experience with the salesforce platform
- Proven success in complex sales processes.
- Ability to think outside the box to solve complex problems
- Excellent interpersonal skills with colleagues, superiors, and subordinates
- Proven ability to gain and maintain client rapport
- Ability to perform under strict deadlines without direct supervision
- Proven success engaging with technical and business users

Knowledge
Development: Salesforce; Salesforce Apex, Visualforce, Lightning, Integrations; JavaScript; jQuery; CSS; HTML; PHP; Git;
Software: Salesforce.com; Crystal Reports; IIS; Exchange; SOQL; SOSL; MSSQL; MySQL; Photoshop; Office; Visual Studio; Mac OS; Linux; Windows

Experience
Senior Enterprise Solution Consultant / Sales Engineer, Adobe Document Cloud
August 2014 – Present; San Jose, California; Remote - Utah

Major Responsibilities
- Engage at a deep technical level with customers integrating Adobe APIs and pre-built integrations.
- Design, Build, and Implement customizations interfacing with Adobe Sign.
- Scope and fulfill Adobe Sign professional services engagements.
- Engage with Enterprise C-Suite, Business owners, and technical resource in sales opportunities.
- Sell into Higher education and State and Local government entities.
- Respond to RFP/RFI requests including legal and security components.

Major Accomplishments
- Implemented multiple custom projects with a very aggressive timeline.
- Consistently close seven figure competitive opportunities
- Created successful proofs of concept for enterprise prospects.
- Closed largest opportunities in Adobe Sign history.

Senior Success Account Manager, Partner Premier - salesforce.com
August 2011 – August 2014; San Francisco, California

Major Responsibilities
- Manage numerous global partner accounts to ensure a proper level of engagement with multiple internal teams.
- Ensure partners are maximizing their investment in the force.com platform.
- Manage escalation activities to ensure all involved parties work efficiently toward closure.

Major Accomplishments
- Managed global escalation resolution activities to retain over $3 million in revenue to salesforce and partners.
- Provide world-class customer engagement resulting in a high level of partner renewal to this paid program.

Senior Development Support Engineer, Top Customer Program - salesforce.com
September 2010 - August 2011; San Francisco, California

Major Responsibilities
- Investigate developer related issues for salesforce.com's largest global customers.
- Resolve issues with accurate resolution in a timely manner, within established SLA guidelines.
- Write knowledgebase articles for new issues discovered through case resolution.

Major Accomplishments
- Maintained highest global customer satisfaction survey score. While receiving 3x the responses compared to peers.
- Continually closed cases within established SLA guidelines.

Senior Technical Consultant, Technical Architect - salesforce.com
August 2009 - September 2010; San Francisco, California

Major Responsibilities
- Conduct requirements and design sessions for consulting customers.
- Architect and build applications for customers on the force.com platform.
- Manage numerous projects and accounts simultaneously.
- Work with a team of project managers and developers to ensure project success.

Major Accomplishments
- Completed all projects on time and on budget.

Senior Solutions Architect / Manager / Consultant; Inforte - VMware
July 2008 – August 2009; Chicago, Illinois

Major Responsibilities
- Develop project plan for salesforce.com Partner Portal deployment.
- Conduct Requirements Gathering sessions with client including interaction with all levels of company.
- Ensure compliance with established consulting methodology.
- Design Partner Portal application to conform to strict requirements while maintaining best practices.
- Manage development environments to support ongoing development on the force.com platform.

Major Accomplishments
- Architected and built the partner portal for VMware while staying within extremely complex requirements.
- Completed initial phase of deployment activities within budget and time constraints.
- Produced product plan and supporting documentation.
- Created design draft for complex partner portal implementation including many integration points.

Worldwide Sales Operations Manager; LANDesk Software
January 2007 – July 2008; Salt Lake City, Utah

Major Responsibilities
- Administer CRM (salesforce.com) for 300+ worldwide users.
- Develop and deliver training for users worldwide.
- Provide reporting data as needed to all levels of organization.
- Consult on technical project to further effectiveness and productivity of multiple internal organizations.

Major Accomplishments
- Instrumental in global implementation of salesforce.com
- Designed, engineered, deployed and trained on custom built Ajax quoting tool in Salesforce.com.
- Designed and deployed cross organization salesforce.com search tool.
- Installed and deployed Salesforce.com PRM Partner portal application at highly accelerated rate.

Testimonials: *References available upon request.*

"Chris Merrill is an outstanding resource not just because of his deep product knowledge, but because of his passion for technology and improving process. On a personal note, Chris is also fun to be around and has great personality for any team environment." - **Tim Lucas, Manager, Sales Engineering, Salesforce.com**

"I have worked closely with Chris for the last 2 years as a business partner and I would recommend him without qualification. He is an excellent problem solver and is always very creative and tenacious in seeking solutions to challenges. He is able to bridge the gap between business requirements and technical solutions, making him a very valuable asset for any team. And his energy and sense of humor made him a joy to work with." - **Kimberly Seabrook, VP, Corporate Sales, Salesforce.com**

"Chris is the guru master for all things Visualforce. He has an amazing understanding of the Force.com platform, creating some of the best Force.com sites and Visualforce solutions around. Chris is a great friend and colleague to have with you on any project, but especially those that are highly complex and require an extraordinary level of Visualforce expertise." - **Scott Fielder, Platform Architect, Salesforce.com**

"Where do you start with Chris? He is a man of many talents that is not easily duplicated. He is someone that I came to rely on heavily as a pivotal member of my team who magically made the wild, hair brained ideas we had grow into a reality. He has the ability to quickly conceptualize a solution to virtually any technical problem that is thrown at him, and execute single handedly what would take a team in most situations. His ability to lead others and foster relationships is enviable. And his vision, creativity, savvies, and passion for what he does is second to none. It has been an honor working for him and he comes highly recommended for any organization particularly that is looking for a premier caliber Salesforce.com, PRM, or just plain systems guru! Chris Merrill is an invaluable asset!" **- Don Tarwater, VP, Account Maintenance, Vision Home Security**