PROFESSIONAL EXPERIENCE

Coastal Cloud, Palm Coast, Florida

<u>Solution Architect / Program Manager</u>   Aug 2021 – Present

- Design and deliver digital transformations on the force.com platform for some of the most recognized and fastest growing brands across healthcare, high-tech and real estate.
- Manage agile software development process to ensure project completion on-time and on-budget.
- Areas of expertise include: data architecture / management, systems integration, process optimization, mergers and acquisitions, workflow automation.

<u>Business Analyst / Consultant / Senior Consultant</u>   Aug 2016 – Aug 2021

- Configured Salesforce to meet pre-defined business requirements.
- Key areas of experience on the Force.com platform include Sales Cloud, Service Cloud, Experience Cloud, CPQ, and ERP.

Augusta National Golf Club, Augusta, Georgia   Oct 2014 – May 2016 (Seasonal: Oct-May)

<u>Golf-Services Post-Graduate Intern</u>

- Receive training in management, communications, hospitality and operational excellence from industry experts.
- Managed inventory for high-volume retail merchandising operation.
- Ran the tournament practice facility during the Masters golf tournament.

EDUCATION

University of Colorado, Colorado Springs – B.S. Business, Service Management   May 2014

Honors and Awards:
- Summa Cum Laude distinction (3.96/4.0 GPA),
- Beta Gamma Sigma Fraternity for Business Excellence
- Recipient of JV Bruni Economics Scholarship

TECHNICAL CERTIFICATIONS

Salesforce Certifications
- Salesforce Certified Advanced Administrator   Sept 2017
- Salesforce Certified Platform App Builder   Sept 2017
- Salesforce Certified Service Cloud Consultant   June 2017
- Salesforce Certified Sales Cloud Consultant   Sept 2016
- Salesforce Certified Administrator   July 2016

TECHNICAL SKILLS

Salesforce (Sales Cloud, Service Cloud, Experience Cloud, Lightning Experience, Flow, Process Builder, Workflow Rules, Advanced Reporting, SOQL, Visualforce), Hubspot, Git, HTML, CSS, JavaScript, Node.js, DocuSign, Outreach.io, Chili Piper, LeanData, GSuite, Microsoft Office, Excel