



# Damian R. Campbell

## Work History

### Salesforce - Pardot Support Engineer

Atlanta, GA

04/2019 - Current

- Broke down and evaluated user problems, using personal expertise, and probing questions.
- Fielded a wide range of cases ranging from native integrations, prospect syncing, forms, and form handlers to API questions, Analytics, and Automation.
- Consistently maintained productivity of 90-100% every month while closing between 80-98 cases per month.
- Regularly participated in Volunteering Time Off consistently giving around 30 hours a year of my time to give back to organizations of my interest.
- Assisted in creating a new training regimen for new-hires which included updated content for a quicker hire to ramp-up turnaround.
- Worked with Software Engineering and Tier 3 to create bugs, user stories, and investigations for customer issues that required backend resolution.

### The Home Depot - Private Brands Specialist

Atlanta, GA

08/2018 - 04/2019

- Serve as a first point of contact for customers experiencing any sort of issue or dissatisfaction with a Home Depot Private Brand including Husky, Hampton Bay, and Glacier Bay.
- Resolve 300+ cases per month.
- Actively working with Software Engineering team to assist with developmental programming for logistical measures and automated order updates utilizing SMS short codes using Java and SQL.

### XPO Logistics - Jr. Help Desk Support Analyst

Atlanta, GA

09/2017 - 06/2018

- Served as the first point of contact for users seeking technical assistance over the phone or email.
- Performed remote troubleshooting through diagnostic techniques and pertinent questions.
- Triaged and troubleshoot issues including troubleshooting hardware and software issues for Linux and Windows systems.

damian.campbell001@gmail.com

770-298-3241

Atlanta, Georgia 30274

- 
- <https://www.linkedin.com/in/damian-campbell-8a707612b/>
  - <https://github.com/dcampbell2>
  - <https://www.coursera.org/account/accomplishments/specialization/6N3Q22WVNTQR>
- 

## Skills

- HTML
  - CSS
  - Javascript
  - SQL
  - Linux
  - Windows
  - Third-Party API's
  - Server Side API's
  - Node.js
- 

## Education

### Georgia Institute Of Technology

Atlanta, GA

Professional Education Full Stack Development

- Learned the basics of Software Development via the Model-View-Controller concept
- Built a wide range of projects using HTML, CSS, JavaScript, and Node.js

- Troubleshoot 30 cases per day via active directory.

### **Salesforce - Product Management Intern**

Atlanta, GA

02/2017 - 09/2017

- Independently owned the product direction of a new component, allowing users to explore, analyze, and aggregate data, that will be provisioned to 15 select clients in a beta.
- Worked with 3 different Product Managers to aid with client pilot nominations, matching client criteria with beta provisioning criteria and client history, ensuring client was a great fit for beta.
- Assisted in kickoff of two betas, creating the beta nomination, welcome emails and collaborative success communities for clients who were accepted into the betas.
- Performed market and competitive analysis, presenting findings as technical information to Product Managers and Executives.
- Wrote epics and user stories in order to further the development of new features, bugs, spikes and acceptance criteria.
- Worked with UX, UX Research and Product Managers to get feedback from customers regarding existing functionality, new features and enhancements.
- Adapted my message from clients and customers to the technical level of the team and presented the information as technical material for our Engineers, Executives and Product Managers.

- Built a group project using the IEX API and a Covid Data API to pull in data-dependent on a user's input and push the data to two separate charts allowing a user to see the direct impact Covid has had on their stock of choice
- Learned git and git branch management including how to properly create a develop branch as to avoid making changes to the master/main along with best practices with git branching such as to always pull before you push to resolve potential conflicts

### **Coca Cola**

Atlanta, GA

Bridge Initiative Program

- Created 3 API integrations, using Postman and Last.fm API, to embed in JS code for an Alexa skill
- Developed 2 basic Alexa skills, using Lambda and ASK (Amazon Skill Kit)
- Created my own personal skill using the Zillow API allowing a user to retrieve data about a house via Alexa
- Integrated an XML to JSON parser to properly translate XML data from Zillow API to JSON for Amazon web services to read
- Acquired more knowledge in JS, Node.js, JSON, XML, YML, and Dynamo DB by creating skills for the Amazon Alexa, configuring the functions via Lambda, testing via ASK and deploying via Node.js and Serverless deploy
- Developed my own personal Alexa skill integrating the Zillow API allowing Alexa to interactively provide data on a house on demand YEAR UP Atlanta, GA Front End Web Development Sep. 2016 – Jul. 2017

---

### ***Certifications***

- Certified Google IT Support Specialist