

JASON MALAN

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Experienced and accomplished Salesforce developer with a strong understanding of customer **relationship** management. Skilled in developing and explaining complex data systems to **a** variety of **audiences**. **Fluent** in Spanish and **English** with **over** seven years of experience in working in multicultural environments.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SOFTWARE

Florida Institute OF Technology,
Melbourne, FL
September 2007 -June 2011

MASTER OF INFORMATION TECHNOLOGY

Florida Institute OF Technology
Melbourne, FL
September 2011 -June 2013

KEY SKILLS

- ◆ Experience in Salesforce development and design
- ◆ Goal orientated
- ◆ Leadership
- ◆ Strong oral and written communication

CERTIFICATIONS

- ◆ Salesforce.com Certified Advanced Developer 2017

PROFESSIONAL EXPERIENCE

SALESFORCE DEVELOPER

Tech International, Orlando, FL
November 2017 - Present

- ◆ Develop data Flow diagrams and process diagrams to improve the understanding of technical systems.
- Conduct regular brainstorming sessions with the team to generate software improvement ideas. This system contributed to a 30% increase in teamwork satisfaction.
- Research, design, and implement new software applications to improve work efficiency.

SALESFORCE DEVELOPER

ABC Technical, Orlando, FL
July 2013 ■ November 2017

- Gathered data on software development issues and implemented improvement recommendations.
- Designed and implemented a new software system that decreased bottlenecks and increased work productivity by 27%.
- Tested troubleshooting methods and devised innovative solutions for use by the support team.
- Met with the customer operations manager on a regular basis to identify potential issues for improvement.