

GARRETT UFFELMAN

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Salesforce Systems Analyst As a Salesforce Systems Analyst with a unique blend of Business Analysis, Administration, and Development skill sets, I have a proven track record of gathering requirements from multiple stakeholders and prioritizing business needs to drive successful project outcomes. I am experienced in implementing and maintaining Salesforce Service Cloud, developing new processes, and integrating data from various ERP systems and related software. Additionally, I possess strong project management and leadership abilities, including designing and leading custom projects and executing user acceptance testing. With my expertise in Salesforce systems analysis and administration, I am well-equipped to optimize an organization's use of Salesforce technology.

EXPERIENCE

Custom Truck One Source

Remote - Kansas City, MO

2021 - Current

Salesforce Systems Analyst

- Gathered requirements from various stakeholders for projects of varying sizes and prioritized business needs and impacts
- Implemented Salesforce Service Cloud and maintained the system while developing new processes with out-of-the-box and custom solutions
- Integrated data from ERP systems and other related systems, as well as Five9 telephony software into Service Cloud and managed the Five9 software
- Implemented 6sense conversational AI into Sales Cloud resulting in stronger customer outreach therefore increasing revenue
- Designed and led a custom Case QC project for cases that needed to be escalated due to certain criteria resulting in less preventable incidents
- Planned and executed user acceptance testing, coordinated user trainings, and release management planning

NESCO Specialty Rentals
Remote - Kansas City, MO
2021 - Merger

- Application Specialist**
- Supported Enterprise Resource Planning systems such as Fleetwave and Infor E-Emphasys
 - Developed SQL queries and stored procedures for internal IT & business functions
 - Led ASP.net based middleware project for application data communications such as tax calculation with VERTEX API
 - Coordinated with business leaders to gather development project requirements to develop integral business functions in ERP software

Smith-Green Community Schools
Churubusco, IN
2017 - 2018

- Technical Support Tech**
- Supported school functions through basic & advanced levels of customer support
 - Maintained school infrastructure such as Windows Active Directory & Windows Hyper-V
 - Created images for machines and supported network hardware

NOTABLE PROJECTS

Service Cloud Implementation

As a key member of the project team, successfully implemented Salesforce Service Cloud for Custom Truck One Source. Worked closely with stakeholders from various departments to customize the platform to meet the specific needs of the business and integrated it with other systems such as Infor M3 and RentalMan. Led the training efforts and provided ongoing support to ensure a smooth transition to the new system. The project resulted in significant improvements in customer service operations and increased customer satisfaction.

Five9 Implementation

Led the successful implementation of Five9. Collaborated with the Five9 team to configure and customize the platform to meet the specific needs of the business and integrated it tightly with Salesforce to keep the call center organized and on task. The project resulted in significant improvements in customer service operations, cost reduction, and increased efficiency by answering phone calls within the Salesforce integration. The team utilized Five9's call transcription feature, which automatically transcribed the calls and attached them to the corresponding case in Salesforce. Implemented a custom LWC that interacted with Five9 API's to display agent status.

ERP Integration to SF

As the project lead, successfully integrated Custom Truck One Source's ERP system with Salesforce, resulting in improved data accuracy, streamlined processes, and increased efficiency. Led the effort to develop a Lightning Web Component (LWC) to display API driven data from the ERP system in Salesforce. Worked with the development team to design and develop the LWC and implemented it in Salesforce. The LWC allowed the team to view and manage data from the ERP system directly in Service Cloud, eliminating the need to switch between systems. Led the training efforts to ensure the staff was comfortable with using the LWC and provided ongoing support to optimize performance. The project resulted in a significant improvement in business operations, cost reduction, and increased productivity for CTOS.

Vendor Rating Enhancement

Led the implementation of vendor object enhancements and rating functionality. Collaborated with cross-functional teams to design and implement a custom vendor rating functionality in Salesforce, allowing the company to more effectively manage vendor relationships and improve overall vendor performance. Created custom fields, validation rules, and workflows to streamline vendor management processes, resulting in increased efficiency and productivity. The vendor rating functionality allowed for more objective and data-driven assessments of vendor performance, leading to improved decision-making and cost savings. The project delivered significant value to the business by enhancing vendor management capabilities and optimizing vendor relationships.

6Sense Conversational AI

Successfully implemented 6sense for Custom Truck One Source (CTOS). Collaborated with the 6sense team to configure and customize the platform to meet the specific needs of the business and integrated it tightly with Salesforce to automatically start customer outreach for sales, increasing performance and generating revenue. Led the creation of multiple campaigns driven off of Salesforce data, allowing for personalized and targeted outreach to customers and prospects. The project resulted in significant improvements in lead generation, sales operations, and customer engagement. The 6sense platform allowed CTOS to target their outreach efforts more effectively, resulting in increased conversions and revenue growth.

SKILLS

System Administration (ERPs, CRMs, etc.)

Web Development (Javascript, NodeJS, GoLang)

Salesforce Development (Apex, LWC, Flows)

Database (SQL, Reporting)

INTERESTS

Programming, Hardware, Music, and Learning. Ask me about my server rack!!!