1502 Marjorie Drive Hays, KS 67601 | 785-639-6719 | write2jarrett@gmail.com | LinkedIn | YouTube Portfolio

Jarrett Smolarkiewicz

Objective

To lead and develop high-performing teams as a Learning and Development leader, leveraging industry-standard technical and AI innovations, and effective communication to drive our mission and maximize our investment in people.

Qualifications

- 8 years of experience developing healthcare, software, and technology documentation and training content.
- 15+ years of high-quality customer care, support, and team member mentoring/training in various settings.
- 10+ years of experience leading remote and on-site professional and community groups.
- Launched cross-departmental documentation, training and a professional development group from scratch.
- Connected Salesforce community members and Admins to launch new Salesforce Mentoring group.
- 5 years of combined experience creating content/documentation with Adobe, Figma and Framer.
- Basic understanding of ADP features and functionality for LMS and Human Resources.
- Outstanding writing and communication skills within a variety of project environments.
- Web-based content creation and design experience, using HTML, CSS, JavaScript, PHP, and PostgreSQL.
- QA, E2E, UAT and automated Salesforce software testing experience using Jira and Provar Automate.
- Knowledgeable at troubleshooting mobile device technology on various platforms.
- Skilled in SharePoint Online knowledge base and site design (including Custom Lists and JSON formatting).
- Fluent in Windows/MacOS Microsoft 365 apps (Teams, PowerPoint, Excel, OneNote, Power Automate, etc.).
- Outgoing and positive, eager to encourage and support others to ensure they are successful.
- Detail and goal oriented.

Leadership

2024 - Present   Salesforce Community   Hybrid/Remote

Salesforce Mentoring Group Leader
- Taking the initiative to engage and connect with others.
- Identifying the steps needed to set members up for success and achieve professional development goals.
- Organizing and facilitating recurring group meetings.
- Coordinating and directing meetings and SOPs for meeting and learning with the group's Salesforce mentors.

2023 - Present   Nex-Tech   Hybrid/Remote

Core Power User Group Leader
- Initiating and cultivating peers into cross-departmental subject matter experts (SMEs).
- Developing, presenting and refining completely new training materials for groups with minimal guidance.
- Breaking down complex technical topics into structured components to increase knowledge retention.
- Utilizing effective workload management to prioritize tasks based on their importance and urgency, while also being adaptable and communicating effectively with key stakeholders.

2008 - Present   Celebration Community Church   Hays, KS

Life Group Leader
- Taking the initiative to engage and connect with others to help them achieve positive growth.
- Encouraging and building up others throughout diverse seasons and challenges of their lives.
- Educating and explaining abstract concepts in practical and relatable terms.

2019 - Present   Fort Hays State University   Hays, KS

Project Manager/Team Leader
- Connecting and collaborating with other classmates for group projects.
- Providing direction and assistance with goal setting during team meetings.
- Organizing teams quickly and delegating project tasks to best fit team member abilities.
- Listening to and capitalizing on constructive feedback from others to improve each project.

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Work Experience

| 2023 - Present | Nex-Tech | Hays, KS |

Technical Training Specialist — *Hybrid/Remote*

- Leading and coordinating documentation and training across 20+ departments for 350+ team members throughout a major Salesforce implementation that spanned over 24 months.
- Building a cross-departmental team of core power user groups from scratch, to ensure long-term consistency, accuracy and scalability of documentation, training and software testing efforts.
- Leading Automated software testing efforts for Salesforce by learning Provar Automation with minimal assistance or guidance.
- Navigating numerous pivots and additional roles and responsibilities during the implementation of Salesforce.
- Documenting workflows and procedures for a multitude of technical roles and software programs.
- Collaborating and working alongside Salesforce developers, software testers, and end-users to assist with testing, documentation and training for numerous products in the Salesforce ecosystem, including Sales and Service Cloud, Field Service, Experience Cloud, CRMA and Certinia (formerly Financial force) ERP and PSA.
- Connecting with several mentors and peers within the Salesforce Community to understand the Salesforce ecosystem and upskill as quickly as possible during the implementation.
- Learning, documenting, and teaching Microsoft 365 skills to teams to increase user fluency and productivity.
- Working with Microsoft Copilot Studio to build AI agents for internal business solutions.

| 2022 - 2023 | End Point Corporation | New York, NY |

Software Developer/Technical Writer — *Remote*

- Producing content to explain and illustrate complex software systems in practical terms.
- Pivoting between multiple roles quickly, while progressing on several projects simultaneously.
- Utilizing the Adobe Creative Suite of tools regularly to create technical documentation and training content.
- Completing assigned projects in a timely manner.
- Diagraming workflows and procedures for software platform.
- Collaborating with other developers to resolve technical software tickets and issues.
- Streamline work processes to increase efficiency and productivity.
- Coordinating training and resource development for the entire division.
- Building apps using HTML, CSS, JavaScript and multiple other programming languages.

| 2014 - 2022 | Nex-Tech Wireless | Hays, KS |

Customer Care Representative (CCR)/Knowledge Base Project Specialist — *On-Site*

- Resolving and preventing conflict to promote positive client relationships daily.
- Leading team members to improve subject-matter expertise with new internal software.
- Learning Coordinating resource improvements between Customer Care and other departments.
- Mentoring and training other team members to achieve success.
- Creating knowledge base content with HTML, CSS, JavaScript and MS Office tools.
- Ensuring the accuracy of customer accounts and information within our database.

Education

| Graduated in December 2023 | Fort Hays State University | Hays, KS |

Bachelor's Degree: Information Technology (Web and App Development Focus)
Relevant Coursework

- Translating complex requirements into comprehensive solutions.
- Writing engaging and professional content for assignments and course research.
- Coordinating team projects to meet or exceed class objectives ahead of schedule.
- Building eye-catching presentations and videos using the Adobe Creative Suite of tools.
- Actively networking with other industry professionals, professors, and peers.
- Utilizing social media sites such as LinkedIn to connect and collaborate intentionally with others.

Jarrett Smolarkiewicz

Professional References

Angie Lindner

Salesforce Solution Architect/Salesforce Mentoring Group Member

Particle Systems *Boulder, CO*

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Kyle Wisehart

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Shannon Sandall

Manager and Public Health Professional/Previous Manager while at End Point

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