

# Jay Facultad

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## PROFESSIONAL SUMMARY

Software Developer specializing in Salesforce Customer Relationship Management (CRM). Certified in Salesforce Platform Developer I

## KNOWLEDGE / SKILLS

- **Languages/Tools:** Java, C, C++, Python, Assembly, SQL, SQLite, JavaScript, HTML, CSS, JSON, XML, JIRA, Git, Github, Emacs, Kali Linux, Wireshark, jQuery, Node.js, MongoDB, VirtualBox.
- **Salesforce Development:** Apex, Triggers, SOQL, Aura, Lightning Components, Visualforce, Sales Cloud, Legal Cloud, DataLoader, Workbench, Change Sets, VSCode, Welkin Suite.
- **Salesforce Administrator:** User provisioning, Configuration updates, Reports, Report Types, Dashboards, Formula fields, Workflows, Process Builders.
- **Certifications:** Salesforce Platform Developer I, Advanced Excel.

## EDUCATION

**Tufts University** | Computer Science | Post-Baccalaureate | Jan 2019

**University of California, Santa Barbara** | Biology | Bachelor of Science | Jun 2008

## PROFESSIONAL EXPERIENCE

### ACCENTURE

#### Salesforce Developer, Technical Consultant

**Feb 2020 to present**

**New York, NY**

- Acted as Salesforce Administrator in five production instances utilizing nCino integration for multiple bank clients.
- Supported hypercare and production activities by provisioning users, creating reports, report types, and dashboards, executing data migrations, creating and updating permission sets and profiles, executing batch Apex, troubleshooting and resolving Apex errors, and supporting configuration and deployment activities.

### ACUMEN SOLUTIONS

#### Salesforce Developer, Technical Consultant

**Mar 2019 to Feb 2020**

**Washington, DC**

- Developed feature enhancements for major client with organization comprising of thousands of global users.
- Implemented large scale batch Apex, bulk Apex triggers, trigger method classes, and Apex controllers using enterprise design patterns and financial force libraries.
- Implemented large scale Lightning components, including custom home page dashboards, record page components, custom product add screens, and custom product edit screens.
- Facilitated deployment and migration of metadata from Development to UAT to Production.
- Wrote design documentation, contributed to architecture design, and provided user story point estimation. Prepared presentation slides and performed live demos.
- Sole developer for majority of the project timeline and evolved to lead developer, providing guidance to new junior developer and authoring their performance review.
- Successfully extended client engagement, from 2 months total to 2 years total. Successfully selected by the client over competing consulting firm for extended project work.

### TAKEDA PHARMACEUTICAL CO.

#### Compliance Specialist II

**May 2014 to Jan 2018**

**Cambridge, MA**

- Served as a subject matter expert in converting a paper-based process to an electronic-based system through TrackWise implementation for Takeda's Microbiology Department. Responsibilities included collaborating with system admin, developer, business analyst, project manager, and stake holders for gathering requirements and designing solutions.
- Revised Standard Operational Procedures and Best Practices to improve work stream cycle times. Eliminated work stream delays in drug product lot release.
- Reduced average investigation report cycle time from 33 to 10 days. Reduced backlog of overdue excursion reports from 170 to 0. Increased department report on-time closure rate from 7% to 100%.

### GENENTECH, INC

#### Microbiology Laboratory Associate

**Jun 2009 to May 2013**

**San Francisco, CA**

- Executed microbiology assays to ensure ongoing quality of pharmaceutical drug products as well as evaluated, reviewed, and approved data. Voted Employee of the Quarter, Q4 2012