

Experience

- o February 2024 to Present Salesforce Business Analyst at fusionSpan, El Salvador**
 - o Multiple roles: Project Manager, Business Analyst, System Admin and Platform Developer
 - o Constantly searching to implement Salesforce best practices
 - o Play back to stakeholders the requirements and expected outcomes
 - o Built and drove user stories in JIRA, Azure DevOps and other Ticketing Tools
 - o Writing & prioritizing User Stories detailing functional and technical aspect of the Solution
 - o Worked on multiple projects concurrently with competing priorities
 - o Direct interaction with the clients, First-Level Support and System Administrator
 - o Leverage out-of-the-box Salesforce Features which are scalable, maintainable, and overall follow Salesforce Best Practices
 - o Provide best practices and recommendations to client on front end screen flow processes, automations, SF Org Configuration
 - o Association Management Platforms built on Salesforce: [Fonteva](#) and [Nimble](#) Consultant
- o November 2023 to February 2024 Scrum Master at Perseus X, El Salvador**
 - o Working directly with [Amdocs](#) (previously [Procom Consulting](#))
 - o Project Management tasks:
 - Status Reports for Management
 - Resolution Summaries
 - o Leading 2 Front End Teams while working directly with the client
- o August 2021 to November 2024 Salesforce Business Analyst at Silverline Central America, El Salvador**
 - o Working directly with [Silverline CRM](#)
 - o Multiple roles: Project Manager, Business Analyst, System Admin and Platform Developer
 - o Constantly searching to implement Salesforce best practices
 - o Conducting daily and weekly standups
 - o Play back to stakeholders the requirements and expected outcomes
 - o Built and drove user stories in JIRA, Azure DevOps and other Ticketing Tools
 - o Writing & prioritizing User Stories detailing front end web processes for various financial and technology clients
 - o Managed multiple projects concurrently
- o November 2019 to May 2021 Project Manager at *Worldline*, Tours, France**
 - o Manage a nearshore team of Senior Software Developers
 - o Coordinate the activities of the Development, Testing and Delivery Teams
 - o Scrum Master responsibilities
 - o Conducting daily and weekly standups
 - o Wrote & prioritized user stories detailing front and back end processes
 - o Direct communication with clients
- o March 2013 to Nov. 2019 IT Developer in a B2C project at *Worldline*, Tours, France**
 - o Delivery expert: using an internal tool to configure and deploy the apps on their respective servers
 - o Working with a French car company on a complex project with many components such as: App Store and a custom Translation Tool: to change locales dynamically using the I18n module
 - o Installed Splunk 6.5.2 on Linux Servers

Education

- **March 2013 Master: Information Technology at University F. Rabelais, Tours, France**
- June 2011 BS: Science and Technology focused on Mathematics, University F. Rabelais, Tours, France

Skills

- Languages:
 - English: Fluent
 - French: Fluent
 - Spanish: Fluent
- Office Software: Microsoft Office, Lotus Notes
- Languages/Frameworks: Apex, Java, JavaScript, AngularJS 1.6, HTML5, PeopleSoft and PHP
- Database: Oracle SQL and MySQL and SOQL
- Programming tools: Application Designer, Atom, Eclipse, IntelliJ, Git, Mercurial, Node, Postman and VS Code
- Ticketing Tools: Jira, Azure Dev Ops, Lotus, Service Now
- Testing tools: SoapUi, JUnit, Selenium, Jenkins, HP Quality Center, Snagit
- Document writing/editing: Technical and Functional Specs, Quotations, Procedures, Test Scripts, Translations, User Stories and Process Flows
- UML diagram mapping for Story Telling, User Journey and Process Mapping
- Create/update process flows in Lucid Chart
- Methodologies: Agile and Adaptive, experience with Agile Scrum
- Managing multiple projects concurrently
- Direct communication/interaction with the clients
- First-Level Technical Support, Guidance and Tutorials/Demo Videos for Trainees and non-technical Clients

Certifications

- Salesforce
 - Administrator
 - Platform App Builder
 - Platform Developer I
 - Business Analyst
 - Sales Cloud Consultant
 - Service Cloud Consultant
 - SF Associate
 - AI Associate
 - Agentforce Specialist
 - Data Cloud Consultant
 - Health Cloud
 - Financial Services Cloud
 - nCino 101 Basic
 - Fonteva Power User
 - Fonteva Partner
- May 2021 Scrum Fundamentals Certified, Scrum Study
- February 2019 Splunk Certified User, System and Data Administrator, Splunk Education