**STEVEN J. WHITNEY**

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An accomplished information systems professional with experience in the design, implementation and support of a cloud-based CRM and local ERP integration. Expertise in the design and construction of an automated order fulfillment system built upon the force.com platform. Proven skill in increasing client support desk effectiveness and customer satisfaction by redesigning processes to best practices. Additional experience in directing the implementation and migration of a Donor Management system built upon our existing CRM, SalesForce.com.

Resource Allocation of Staff Enterprise Application Development

Integration of Enterprise Systems CRM and SalesForce.com

Process Improvements Department/Employee Management

**Bachelor of Arts, North Central College, Naperville, Illinois**

**SalesForce Dev401 Force.com Developer Certification**

**Intacct Certified Developer**

**PROFESSIONAL DEVELOPMENT**

Project Manager’s Professional (PMP) Exam Prep Course from RMC Project Management, Inc.

Effective Supervisory Management training from LMI

Franklin Covey FOCUS Training

**TECHNICAL SKILLS**

SalesForce.com Administration & Application Development (8+ years experience)

Force.com Apex (Visualforce, Apex Triggers and Classes), HTML, HTML5, Javascript, CSS, jQuery

Systems Integrations (webservices, CTI, SOAP, ReST, CastIron, Informatica)

Process Mapping, UML, Requirements Management

Waterfall and Agile (SCRUM) Project Management Methodologies

**HURON CONSULTING GROUP, Chicago, IL (Headquarters) remote 2013 – 2015**

**EPM Associate (Cloud Technical Project Manager): Development of Solution and Architecture Designs; Coordination of On and Off-Shore SalesForce Development Teams; Apex and VisualForce Development,), webservices integration and SalesForce Implementation and standard customization:**

* Responsible for custom Apex Trigger, Class and VisualForce Development, including customization of VisualForce with JavaScript, jQuery, CSS and HTML as per Client’s request.
* Requirements gathering for SalesForce.com customization of Workflow, Validation Rules, Objects and User management.
* Managed, mentored and assisted both off-shore and on-shore development and technical resources.
* Developed custom security model and student account management for a Higher Education Client with multiple campuses. Included full compliment of account management services for mobile using the SalesForce1 and force.com Platform(s).

**MAINZ BRADY GROUP, Portland, OR 2013 – 2014**

**Senior SalesForce Consultant: Apex and VisualForce Development, Web Development (JavaScript, CSS, jQuery, HTML), webservices integration and SalesForce Implementation and standard customization:**

Responsible for custom Apex Trigger, Class and VisualForce Development, including customization of VisualForce with JavaScript, jQuery, CSS and HTML as per Client’s request. Requirements gathering for SalesForce.com customization of Workflow, Validation Rules, Objects and User management.

* **Con-way Freight (July 2013 –2014)**
* Developed a Custom Search and Case Management Application for Customer Service within a Service Cloud Console Implementation.
* Developer on buildout of Sales Quoting Process within SalesForce encompassing VisualForce, Apex Development and Integration to many Java applications and Oracle, DB2 and Mainframe Databases. Meant to streamline the process by presenting a one-stop view into the entire process and replace legacy applications.

**SERERRA CONSULTING, Irvine, CA (Headquarters) remote 2013 – 2013**

**Senior SalesForce Developer (Apex and VisualForce), Web Development (JavaScript, CSS, jQuery, HTML), Intacct Development and Implementation and SalesForce Implementation and standard customization:**

Responsible for custom Apex Trigger, Class and VisualForce Development, Intacct customization and Development and WebServices Integrations to Third Party Partner Services embedded within SFDC and Intacct. SalesForce.com customization of Workflow, Validation Rules, Objects and User management.

**THRESHOLD CONSULTING SERVICES, Clearwater, FL (Headquarters) remote 2011 – 2013**

**Cloud Consultant: SalesForce Development (Apex and VisualForce), Web Development (JavaScript, CSS, jQuery, HTML) and SalesForce Implementation and standard customization:**

Responsible for custom Apex Trigger, Class and VisualForce Development, including customization of VisualForce with JavaScript, jQuery, CSS and HTML as per Client’s request. SalesForce.com customization of Workflow, Validation Rules, Objects and User management.

* **Protect America – QuickenLoans (August 2011 – February 2012)**
* Implemented a custom VisualForce reporting solution for a Call Center tracking high-level metrics not currently available via standard SF reporting. Leveraged formula fields and workflow updates as well as VF to provide a completed solution while reducing the necessary code base.
* Maintained and enhanced the call center’s click-to-call and inbound CTI integration between SalesForce and in-house auto-dialer.
* Enhanced standard Lead and Opportunity layouts with custom VF and JavaScript elements to streamline and agent’s ability to handle specific business processes while on the phone without clicking through multiple screens.
* **Client Services – QuickenLoans (September 2011 – January 2012)**
* Built out a customer support application using standard SF Account, Cases and Solutions and Knowledge.
* Vetted out CTI Integration and using the SF Service Cloud Console.
* As per the Client’s requirements, built a custom interface for the support application using CSS, VF, jQuery and Ajax to provide a dynamic interface with real-time record updates.
* **Rascal – QuickenLoans (February 2012 – October 2012)**
* Constructed an Employment Site using Customer Portal with Authenticated sites and 100% customized visual interface using VisualForce, CSS, jQuery and Javascript. Portal included employment application, various authorization forms and means to publish documents and links to the end user.
* Because of the unique needs for email notification, built a utility class to handle sending emails to recipients at the User level as well as a separate object used for internal organizational structure. The class could then be called by other processes as well as scheduled.
* Created a method using JavaScript remoting and jQuery that allowed a dependent set of picklists to be populated with values set based on Role. These Values as well as the Role assignment were set in a custom object (custom settings) so the client could easily manage them.
* Created custom class to integrate with Client’s internal systems from SalesForce as per requirements not to use Outbound Messaging or middle-ware appliance. Created custom webservices for returning updates via asynchronous messages. Integrations included initiating credit requests from SalesForce to client’s loans processing systems and consuming the updates and Request XML that were returned.

**AWANA CLUBS INTERNATIONAL, Streamwood, Illinois 2007-2011**

A non-denominational para-church organization providing biblically based educational programs for children and youth including training and ministry support to registered churches.

**Manager of Client Services:**

Reported to the Director of Strategic Services. Responsible for managing both the day-to-day operations of the Client Services Team and IS Help Desk as well as the long-term development of enterprise IT applications and projects.

* **SalesForce.com Initial Deployment (September 2007 - December 2007)**
* Responsible for initial roll out of SalesForce to a mobile sales base of 95 domestic users.
* Rollout included merging the customer information from JD Edwards and numerous home-grown access databases.
* Increasing and maintaining user adoption was the biggest responsibility with a user base that had many who had been pretty much autonomous for over 20 years.
* **SalesForce / JD Edwards Integration (2007)**
* Worked with the Enterprise Applications team to build a bi-directional integration with JD Edwards using CastIron.
* **SalesForce Customer Portal (2008)**
* Responsible for the development, deployment and long-term support of a SalesForce Customer Portal with roughly 18,000 active users.
* Used VisualForce, CSS, HTML along with Apex and .Net (for custom authentication and registration) to deliver a Portal that gave customers access to manage their personal and account data as well as a platform for the Web Team to deliver electronic content as desired.
* A Unique hierarchy for Contacts had to be built that gave certain Users the ability to manage other User’s information as well as grant certain privileges such as the ability to order product.
* **SalesForce CTI Integration (2008)**
* Integrated the Customer Service department’s phone system (ShoreTel Contact Center) with SalesForce using the ShoreTel CTI Adapter and some code on the ShoreWare server to be able to auto-search within SalesForce based on an Account number dialed in as part of the call promting.
* **SalesForce Order Entry (2009 – 2010)**
* Directed the development of a POS order entry system on SalesForce.com including bi-directional integration with JD Edwards greatly improving the speed of order entry over the phone.
* Desire was to replace the current order entry system (JD Edwards) with a SalesForce solution.
* Met, through 3 iterations, the requirement for the ability of 150+ line items to be entered via keystrokes in SalesForce in under 5 minutes with real-time inventory on each item.
* Utilized a combination of VF, jQuery, Javascript, custom Webservices and CastIron to accomplish this goal.
* **Warehouse Order Fulfillment in SalesForce (2010)**
* Designed and Managed the SalesForce development side of building out holistic order fulfillment within SalesForce. Integrated SalesForce to JD Edwards, Pitney Bowes, Intacct, SOQL and a Jennifer System’s Voice to Pick system to SalesForce giving the End User a full view into an order’s lifecycle from Order to Shipping.
* All Order and Shipment information was viewable at the Opportunity Level.
* Requirement was that an agent on the phone with a customer would only look to SF to get all order information and updates including where the order was in the fulfillment process.
* **Manager of IT Help Desk (2009 – 2011)**
* Provided Support and Training to 250+ SalesForce Users.
* Increased Help Desk efficiency, capacity, and customer satisfaction of a customer base including 300+ local employees, 95 domestic mobile users, 200+ users internationally, and 900+ systems in total.
* Designed new SLA Policies for all help desk supported systems and applications, including laptops, mobile phones, and iPads.
* Managed the employee customer support of a communications migration from Exchange Server to Google Apps for over 600 users.
* **Project Manager for SalesForce.com Development (2007 – 2011)**
* Refined existing and established new project management processes streamlining requirements, request, and change management in particular. Set up an enterprise portfolio project management system.
* Built an Agile Project Management system within SalesForce that was used with my internal development team.

**UNITED METHODIST CHURCH OF CHILLICOTHE, Chillicothe, Missouri 2006-2007**

A United Methodist Church serving a 1,000+ membership and communities both local and abroad through teaching, worship services and missions programs.

**Worship Arts Coordinator:**

Reported to the Senior Pastor. Responsible for directing the operations of all media, music and facilities required for all weekly services and events.

* Streamlined the media development process by establishing a process from asset acquisition and video shoots to post-production editing and presentation server optimization.
* Improved the media development process by establishing a process from asset acquisition and video shoots to post-production editing and presentation server optimization.
* Scheduled the resources of an 85 person volunteer base.

**GRACE POINTE CHURCH, Naperville, Illinois 2003-2006**

A ministry that includes local multi-site churches and ministries reaching out in the United States and abroad to strategic missionary fields in Central America, Latin America, Europe, Africa and Israel.

**Music Director:**

Reported to the Senior Pastor. Responsible for the operations of the Music Department including weekly staffing two locations with volunteer personnel, creation and distribution processes for service assets, and maintaining the Digital Asset Management system.

* Set up a process that moved the organization from distributing physical service assets to electronic distribution significantly cutting overhead while improving speed to delivery.
* Ensured all creative content licensing policies were in place and followed.