

# Jonathan Lester

jonathanlester039@gmail.com | Monroe, LA

## Experience:

### Lead Product Manager

May 2022 - Present | Lumen Technologies | Monroe, Louisiana

- Solutioned and implemented a custom user interface that displayed automated messages sent to customers from a third-party system in Salesforce, along with a google maps pin display of a technician location when traveling to a customer's address
- Point of reference for system architecture and development for a project splitting a Salesforce org for an internal divestiture
- Served as interim manager for 5 months and took initiative to fill current process gaps with the team.

### Senior Product Manager

May 2020 – May 2022 | Lumen Technologies | Monroe, Louisiana

- Implemented project from ideation to delivery and communication for the overhaul of customer service representatives' ability to quote customers in real time, meeting federal regulations and reducing average handle time for 4500 agents by an average of eight minutes a call
- Developed custom functionality that solved critical business issues that were not solved with an out of box solution for Salesforce Chat, Salesforce Messaging, and Salesforce Service Cloud
- Regularly coordinated with stakeholders to gather requirements for new functionality and translated business requests to technical specifics for business admins and IT developers
- Point of contact of multiple delivery teams for technical guidance with implementation of new Salesforce projects and features

### Lead Consultant I

July 2019 - May 2020 | FenwayGroup – CenturyLink | Ruston, Louisiana

- Worked development stories to convert classic Salesforce functionality to lightning web components.
- Consistently relied on to quickly resolve technical defects found in the Salesforce application. Regular source of technical assistance for both internal developers and other contractors.
- Lead for team of Salesforce developers. Conducted code reviews, served as internal scrum master, and was the main point of contact for client communication.

### Associate Consultant

Summer 2017- July 2019 | FenwayGroup – CenturyLink | Ruston, Louisiana

- Consultant for development in Salesforce Service Console. Developed applications involving web callouts to external databases and displaying information.
- Contributed to overhaul of test class structure to make use of a test data factory, reduced deploy time by seven hours

## Education:

- Louisiana Tech University - B.S in Computer Science | Spring 2019 | Summa Cum Laude

## Skills and Awards:

- Recipient of 2021 Lumen Technologies Clark M Williams Award
- 6x Salesforce certified, including Salesforce Application Architect
- Certified Professional Scrum Master and Scrum Developer 1
- 3 years of development experience in Salesforce Lightning
- Proficient developer with Lightning Web Components and Aura Components, in addition to apex and javascript.
- Creative problem solver and hard worker
- Excellent written and spoken communication

References Available upon Request