Mario A. Essig

(512) 333-2342
Mario.A.Essig@gmail.com

Skills

Certified Salesforce Administrator (ADM 201)
Certified Salesforce Advanced Administrator (ADM 211)
Certified Salesforce Sales Cloud Consultant (SP20)
Visual Studio Code, Dataloader.io, Workbench
Jira and Confluence
Structured Query Language (SQL)
Hypertext Markup Language (HTML)
Cascading Style Sheets (CSS)
JavaScript
NodeJS
Adobe Creative Cloud / Final Cut Pro X
Microsoft Products (Word, Excel, Access, Visio, and Visual Basic Applications)
Google Sheets, Docs and other Google apps (including Google Script)

Experience

Certified Software Consultant/Owner   May 2020 - Present
GeekPanda   Austin, TX
- Implement Salesforce, Hubspot, Pardot, Social Studio, Zoho CRM Plus, Zoho Sign
- Go through their instance and identify areas of improvement
- Develop custom objects, modules & custom fields
- Develop reports/dashboards
- Customize lightning pages and apps
- Data clean-up and migration from various external data sources
- Integrate with external apps such as Wix, Zapier, JotForm, Shopify
- Develop workflow rules, validation rules, and processes (Process Builder)
- Provide continuous administrative assistance
- Provide user training
- Provide software consulting

Certified Salesforce Administrator   October 2017 – February 2020
Convo Communications   Austin, TX
- Manage changesets and other deployments through sandboxes
- Design & Implement Sales Cloud, Service Cloud, Omni-Channel, SFDC Data structure, Flows, and Processes
- Research Lightning Salesforce.com capabilities as needed to suit business requirements, and provide gap analyses and data analyses
- Develop Reports and Dashboards and provide training on how to utilize these
- Manage AppExchange packages implementations and designs
- Work closely with Technology Team and Business Users to scope projects, define tech requirements, and implement Salesforce solutions using Confluence and Jira

- Perform Salesforce administration, configuration, development, and advise on best practices including when to perform custom code development (Apex, Visualforce, etc.) vs no-code configuration
- Build and manage integrations with our core technology infrastructure and the Salesforce Lightning Platform, including Pardot and Social Studio
- Evaluate technical trade-offs of every decision and work within the Lightning Experience and Salesforce/infrastructure best practices
- Manage data using Visual Studio Code, Data Loader, IDE tool and other data management tools
- Troubleshoot the builds using sandboxes, Jira, a custom object in Salesforce to gather tickets from end-users and utilize Chatter on these tickets

Business Experience Consultant   January 2017 – October 2017
Convo Communications   Austin, TX
Responsible for ensuring a positive experience for all assigned business customers (existing and new customers) and serving as their first point of contact, utilizing my creativeness, problem-solving skills, and resources to meet their needs. Built several business data analytic reports and works closely with our business project coordinator on implementing Salesforce.

Customer Support Specialist   August 2016 – January 2017
Convo Communications   Austin, TX
Assist users by answering product and service questions through different means of contact, maintain users' records by updating account information, pursue new or old leads, prepare product and service reports by collecting and analyzing users' information.

Seasonal Tax Examiner   February 2016 – July 2016
Internal Revenue Service   Austin, TX
Review tax returns for accuracy and completeness, reviews and codes tax returns for computer processing, resolves errors and corresponds with taxpayers to obtain any missing information.

Customer Experience Representative   September 2015 – January 2016
ZVRS, LLC   Austin, TX
Answer video inbound calls from customers and answer their questions, direct inbound calls to appropriate departments, provide remote connection support to customers for router, modem and Z products configuration and troubleshoot products to ensure its functionality.

Program Analyst   February 2014 – August 2015
United States Department of Agriculture   Washington, DC
Develop Access database system for Accredited & International Activities Division

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(AIA), providing various data and reports using Visio, Excel, Access and Visual Basic Applications (VBA), Correspond via basic email correspondence with accredited certifying agents, accreditation managers, assistant director and director of AIA.

Data Management Specialist   March 2012 – April 2014
Gallaudet Interpreting Services (GIS)
Washington, DC Developed and prepared automated Excel reports for the administration of GIS and prepared reports and data analyses to be used in PowerPoint presentations for supervisors. Also, correspond via basic email correspondence.

Education
   Gallaudet University   Washington, DC
    Bachelor of Science in Business Administration

Achievements
   Certified Salesforce Administrator (ADM 201)
   Certified Salesforce Advanced Administrator (ADM 211)
   Certified Salesforce Sales Cloud Consultant (SP20)
   Student Leadership Institute Achiever
   ThinkBiz Scholars Committee Member
   Business Investment Tutor
   Former VITA-certified Volunteer