**Nick Johnson**

Kansas City, MO

ncjohnson818@gmail.com

816.499.3360

nickjohnson.cloud

nickforce.blogspot.com

trailblazer.me/id/nickforce

github.com/nickforce

twitter.com/nickforce

linkedin.com/in/nick-johnson-701b77196

 **Salesforce Consultant - Architecture/Development**

**Summary Skills**

* 10+ years of Salesforce.com / Full-Stack Developer experience
* Experience delivering functionality through an Agile Scrum delivery model interacting with business processes.
* Ability to communicate technical solutions, both written and verbally, in a clear and easy-to-understand way.
* Strong leadership and coordination of project direction and resources.
* Experienced implementing simple solutions while cleaning/organizing/streamlining Salesforce orgs.
* Ability to pick up new technologies, programming languages and concepts very quickly and independently.
* Currently working towards Salesforce Certified Technical Architect.
* Experienced professional in coaching and educating others.

**Experience**

**Salesforce Consultant**

Architecture/Development nickjohnson.cloud

Feb 2009 - Present (11 years 4 months +)

**Client** (Appexchange customer) Lead Developer / Packaging Manager

Feb 2011 - July 2012

**Client** (Enterprise customer) Salesforce Developer

Feb 2011 - July 2012

Contracted as aSalesforce Developer to integrate internal sales applications and pricing tools into the Salesforce platform.

Some examples of accomplishments:

● Co-Developer of custom Salesforce.com Pricing Application for the 3rd largest US Telco

○ 57 custom object data model containing millions of records

○ 24 Apex Triggers

○ 18 Custom Components

○ Monitored Salesforce Limits and constantly optimized code for efficiency to stay within limits.

○ Implemented a single dynamic interface to handle each custom product.

● Developed a SalesForce.Com hosted JSON web service tool used to GeoLocate Customer Addresses.

○ Http Callout to web service

○ Parsing JSON response

● Used JQuery to develop Quick Search functionality.

○ Passes parameters to controller as user types.

○ Uses dynamic SOQL to perform the search against a custom formula field that rolls up multiple fields.

● Created a Discount Pricing Approval Process.

○ 2 Step Approval Process

○ Custom Visualforce Email Template, utilizing Standard Salesforce Email Approval

Response functionality.

○ Developed a Custom Component to include in the Visualforce Email Template,

utilizing a custom controller attached to the Custom Component.

○ Custom Apex Trigger to handle different approval responses and update the related

Quote accordingly.

● Created utility pages to work within the Salesforce limits.

○ Invisible redirect to the User, utilizing the Visualforce Page Action to perform a PageReference.

**Client** (Enterprise customer) Salesforce Developer

Nov 2012 - Sept 2013

Perform regular admin duties including developing of approval processes, workflow rules, scheduled snapshot trend reports and dashboard configurations.

● Design and integrate Apex triggers into the sales applications, including custom chatter triggers to improve and automate chatter usability.

● Monitor and optimize code for efficiency for the salesforce tracking reports.

● Lead development of a billing project to transfer company billing to a new system. Including

API callouts with full security to the new billing system.

● Lead development and admin side on a custom visualforce page embedded into the Case Object record page layout. This project was called the Chronological Ticket View, which is a list view of all the Case Objects related Lists(Case Comments, Case History, Activity History and Case Emails)

all shown in one view in the order they occurred.

**Client** (Appexchange customer) Salesforce Developer Package Manager

Feb 2013 - Dec 2013

This application allows for tracking of tickets with the ability to "publish" more

significant and impacting tickets to be released in a generated PDF, then distributed

via chatter utilizing chatter groups.

○ In using this application companies get a better view of the daily work completed in salesforce and the impact it has on other departments within a company, also driving

salesforce adoption in a company via chatter when users read what others are working on.

**Client** (Consulting) Salesforce Developer

Sept 2013 - July January 2014

Designed and created a visualforce deduplication lead application in salesforce to integrate with Five9 Cloud Call Center Software.

○ Included search as you type functionality for leads by last 4 digits of a phone

number to quickly pull up results side by side and mark duplicates.

● Developed Apex triggers and worked on test coverage classes to prepare for a full project deployment between two Salesforce instances. Then monitored and performed the deployment utilizing salesforce change sets feature(including components such as objects,

fields, classes, triggers and pages).

**Client** (Appexchange Customer) Salesforce Developer

January 2014

Custom Salesforce.com visualforce based user tool

○ This application displays a scrolling marquee tracker at the top of the users screen where you as the admin can send your users messages and report on when they see the message on their screen also when they are interacting with the message or task in their feed.

**Client** (Enterprise customer) Salesforce Technical Lead Developer

Feb 2014 - January 2015

Contracted as a Salesforce Developer and subject matter expert for delivering and supporting Salesforce solutions for the enterprise.

Some examples of major accomplishments:

● Technical Lead of Marketing and Sales Process Salesforce.com team delivering functionality and technical solutions through an Agile delivery model.

○ Worked with on-site, off-shore, and outsourced developers in a fast paced rapidly growing environment.

○ Provided process and architecture improvement of the solution delivery model ○ Continuous Improvement daily development

○ 15,000+ Total Users

○ 431 custom object data model containing millions of records ○ 122 Custom Settings

○ 662 Workflow Rules

○ 2,341 Apex Classes

○ 315 Apex Triggers

○ 1,114 Visualforce Pages

○ 3 Force.com Sites

○ Monitored Salesforce Limits and constantly optimized code for efficiency to stay within limits.

● Designed and created a 2 way integration sync process between Salesforce.com and Rally Agile management system.

○ Scheduled Apex Job

○ Http Callout to REST API web service, parsing results in JSON

○ Embedded Visualforce pages to view and push data to Agile system

○ Custom Reporting Structure for maximum visibility of both systems to the business

● Designed and created Visualforce Form and 1 way integration for Proposal automation and generation

○ Visualforce based Proposal Survey

○ Integrated with Qvidian proposal automation software

● Designed and created Opportunity feedback process for won and lost opportunities

○ Visualforce based Questionnaire

○ Recurring Time Based Workflow Notifications, Custom Visualforce Email Templates

**Client** (Consulting) Salesforce Consultant

Feb 2015 - Feb 2016

**Client** (Consulting) Salesforce Consultant / Developer

May 2014 - July 2015

Contracted as a Salesforce Consultant

Developer and subject matter expert for support of a private Salesforce.com AppExchange application.

● Developed solutions that complement and enhance already existing capabilities of the application.

● Provided daily support of solution implementations.

**Client** (Consulting) Salesforce Developer

July 2015

**Client** (Consulting) Salesforce Developer

August 2015

**Client** (Enterprise customer) Senior Salesforce/Java Developer

January 2016 - Sept 2016

Contracted as a Lead Senior Salesforce Developer and subject matter expert.

● Created and maintained intuitive easy to use tool for an admin to manage batch apex processing in a high reliability system with fault tolerance recovery mechanisms built in for race conditions and optimistic/pessimistic concurrency considerations.

● Plan development strategy, training and assign tasks to myself and the development team members. In the lead role I provided support and guidance to team of junior developers/ interns on the salesforce platform.

● Designed an optimized integration sync process with payment billing systems.

● Implementation of a lightweight apex trigger framework to better manage a complex data structure. Including centralized error handling and an automated testing framework.

● Quickly and independently learned the Java Spring MVC framework / Amazon AWS.

● Lead development effort and remained subject matter expert to ramp up development team in a new language and platform (Java Spring MVC)

● Developed Sandbox Post Copy Script and batches to clear out sensitive customer data from sandboxes to meet PCI compliance regulations.

Some examples of major accomplishments:

● Trigger Framework

○ Optimized complex data model and 30+ triggers into a simple centralized lightweight

trigger handler interface framework.

○ Improved processing time and maintainability across team of developers.

○ Implemented custom diagnostics and centralized error handling and stack trace logging for data integrity and reliability recovery in a system for handling live transactions.

● Batch Apex Manager App

○ Data driven scheduled batch tool developed with intuitive lightning based UI for admins to schedule/ manage and chain together apex batches processes.

○ Custom scheduling interface.

○ Custom email notifications.

○ Recovery mechanism to monitor for failed jobs and re-run them if needed.

○ On/Off switch with audit trail log built in.

● SMS Manager App

○ Developed easy to use scheduling interface for SMS messages utilizing Email Services.

○ Require SMS confirmation and resend SMS in a given timeframe if no confirmation received.

● Java Spring MVC Customer Portal for Loan Processing/Origination

○ Migrated a salesforce sites apex/visualforce native portal to a newly developed portal on the Java Spring MVC framework hosted on Amazon AWS server.

○ Implemented OWASP best practices across application utilizing Spring Security

framework features.

○ Attended local OWASP user groups to gain best practice knowledge.

● Trigger On/Off Toggle Interface for EOM batch processes

○ Developed easy to use interface for toggling apex triggers on and off used primarily during end of month processes where certain triggers needed to be turned off for PCI

compliance.

● Attachment size validation/dedupe and rollup functionality

○ Lightning based tool to set a maximum size limit on attachments in salesforce

○ Checks for duplicate attachments prior to insert / Scans all existing attachments for dupes

○ Rollup tool to add attachment rollups to any object in salesforce

● Custom Integrations with United States Postal Service, TransUnion, DocuSign, Payjunction payment gateway, Salesforce and RoutingNumbers webservice.

**Client** (Consulting) Java Developer

July 2016 - Feb 2017

**Client** (Consulting) Java / PHP / Frontend Developer

August 2017 - Feb 2018

**Client** (Consulting) Salesforce Developer

March 2017 - March 2018

**Client** (Consulting) Salesforce Lead Developer

October 2017 - October 2019

**Golf Sales Rep**

Srixon/ Cleveland Golf/ XXIO

Jan 2008 - Feb 2009 (1 year 2 months)

**Education**

 **Centriq Training's Career Program**

Computer Programming, Specific Applications 2010 - 2011

ASP.NET 3.5 Web Framework • Quality Assurance • Project Management • Team Leadership • Technical Architecture • Soft Skillings Training: Customer Care & Effective Communication

**Certifications**

**Salesforce Certified Force.com Developer**

July 2013 - March 2015

Certified Force.com Developers have mastered the declarative programmatic capabilities of the Force.com platform. They solve tough business challenges using their knowledge of the platform and make data-driven decisions using reports and analytics. Credential was retired in Spring '17 and replaced by Platform Developer I.