

# NICHOLAS MALONEY



Nicholas.a.maloney@gmail.com  
www.linkedin.com/in/nmal328  
Trailblazer.me/id/nmal328

Motivated and results-driven Salesforce professional with over 6 years of hands-on experience as an Administrator and Business Analyst across public sector and military environments. Proven track record in optimizing Salesforce environments through advanced configuration, user support, and analytics. Skilled in developing scalable solutions that drive operational efficiency, enhance user adoption, and provide leadership with actionable insights. Known for exceptional problem-solving skills, collaborative mindset, and a passion for delivering business value through Salesforce innovation.

## CREDENTIALS

- o Salesforce Certified Platform Developer
- o Salesforce Certified Platform App Builder
- o Salesforce Certified Platform Administrator
- o Salesforce Certified AI Associate
- o Salesforce Certified Platform Foundations
- o COMPTIA Security+
- o Top Secret Clearance with SCI eligibility

## EXPERIENCE

### Salesforce Business Analyst/Developer/QA | MetroStar Systems | Jan 25 – Present

- o Develops Salesforce tickets within active sprints, which may include creating or updating Flows, custom objects, custom fields, validation rules, and other configurations to meet evolving business requirements.
- o Throughout 8 Sprints, has developed an average of 4 tickets per Sprint resulting in quality automation/custom development entering the Quality Assurance pipeline adhering to client needs and government acceptance standards.
- o Serves as QA Lead overseeing testing for developed Salesforce tickets, coordinating efforts with two delegated QA team members to ensure accuracy, functionality, and adherence to business requirements before deployment.
- o Throughout 8 Sprints, has conducted Quality Assurance and Smoke Testing of an average of 8 tickets per Sprint resulting in the assurance of quality development reaching the client.
- o Conducts regression testing on previously developed sprint items to ensure compatibility and functionality with new developments, maintaining system stability and preventing integration issues across the Salesforce platform.
- o Collaborates with stakeholders to gather and document business requirements for Salesforce implementations.
- o Supports grooming of incoming sprint tickets based on client RFI discussions by helping define user stories and acceptance criteria to ensure readiness for development and alignment with business needs.
- o Serves as Hypercare lead during Limited User Release (LURE) periods, triaging incoming user requests post-deployment and delegating tasks to appropriate team members to ensure timely resolution and system stability.

### Salesforce System Administrator | Boldbrix | Jul 23 – Jan 25

- o Developed a Salesforce app with multiple custom objects, Flows, and validation rules to replace a legacy goal assignment system.
- o Created executive-level dashboards and reports used during national production meetings to monitor KPIs and performance metrics.
- o Resolved over 2,200 user tickets, improving system usability and contributing to a 22% increase in resolution efficiency.
- o Led and mentored a team of Business Analysts and Admins, facilitating development across two Salesforce systems and enabling internal Salesforce certification achievements

### Salesforce Business Analyst | United States Navy | Nov 19 – Jul 23

- o Managed and sustained Salesforce Org for end user ease of use by leveraging Reports, Dashboards, Data Import Wizard and complaint resolution strategies.
- o Developed command specific prospecting reports and dashboards in order to easily track generated activity and KPI metrics for weekly and monthly goal attainment.
- o Maintained data quality with Data Import Wizard and specialized reports to keep data as clean as possible for successful use by end users.
- o Promoted the adoption of the Salesforce system and provided training across 8 states to over 150 end users on proper utilization