

ROBERT EVANS III

4327 North Broadway, Indianapolis, IN 46205 | (317) 213-4855 | r3evans@gmail.com
[linkedin.com/in/r3evans/](https://www.linkedin.com/in/r3evans/)

Summary

Certified Salesforce Professional with five years of experience delivering strong results through continuous improvement of internal and external processes and procedures, ultimately resulting in enhanced agency and customer experience.

Skills

- **3x Salesforce Certified:** Salesforce Administrator, Sales Cloud Consultant, Platform App Builder
- Proficient in Service Cloud, Community Cloud, NonProfit Cloud.
- Experience in Waterfall SDLC, and Lean-Agile.
- Defining and maintaining users, roles, security, profile, workflow rules, reports, dashboards.
- Click & Code skills include Visualforce, Process Builder, Visual Flow, Lightning Components.
- Experience with Apex, Developer Console, Workbench, DocuSignCLM, Visual Studio Code, Java, C#, SQL, SOQL.

Work History

09/2018 to 03/2020

Business Analyst and Systems Administrator

KAR Global (Contract) - Indianapolis, IN

- As Product Manager I performed all steps within the software development lifecycle.
- Custom development, systems administration, analytics, and governance for multiple custom SFDC and DocuSign CLM applications and related integrations which increased analysts' productivity.
- Increased analysts' compliance by 70% by implementing validation rules, SpringCM workflows, and Salesforce Flows.
- Lead cross-functional team meetings to address strategic business issues across departments as well as end-user support and training.
- Performed root cause analysis and ownership of resolutions which resulted in a decrease of over 40 core process issues.

05/2016 to 06/2018

Cloud Consultant

Cloud for Good - Virtual

- Managed implementation of Salesforce for twelve QuickStart clients.
- Migrated data from legacy database to Salesforce.
- Executed application setup activities and customized apps to match the functional needs of clients.
- Created workflow rules and defined related tasks, time-triggered tasks, email alerts, etc.
- Developed custom reports and dashboards.

01/2016 to 05/2017

Senior Salesforce Business Analyst/Salesforce System Manager

Quality Companies - Indianapolis, Indiana

- Administered three Salesforce instances with a total of + 250 users.
- Maintaining users, roles, security, profiles, workflow rules, object creation and customization, report and dashboard development, data and change management, and support for AppExchange applications, provided governance for system administrators.
- Designed and launched Salesforce Communities, positively increasing service KPIs for customer analysts by 30%.
- Designed a company-wide asset management system with Process Builder, workflows, formula fields, and validation rules.

Business Analyst/Salesforce Administrator

Quality Companies - Indianapolis, Indiana

11/2015 to 01/2016

Assistant Renewals Manager Nov 2015 - Jan 2016

Brooksource (Contract) - Indianapolis, IN

- Assisted Renewal Managers in pushing and pulling quotes on the Opportunity object.
- Post renewal information on Account object to facilitate conversation within the Sales team.
- Report generation and usage tracking for Senior Renewals Managers.

02/2008 to 06/2009

Enterprise Services Account Manager

Monster.com - Indianapolis, Indiana

- Database technical support and analysis to determine activity trends; enhancing client retention for over a dozen enterprise accounts.
- Educate and guide customer contacts and/or recruiters on new Monster technology releases and any impact the release might have on current workflows.
- Account management, usage reporting, and contract compliance for National Account Directors.

01/2002 to 05/2004

Military Police Officer

United States Army

- Operation Enduring Freedom (Afghanistan)
- Combat Action Badge, Global War on Terrorism Medal, Meritorious Service Medal

Education

2020

Full Stack Software Development Bootcamp

Indianapolis, IN

Eleven Fifty Academy (*Expected completion in fall of 2020*)

2014

Master of Public Administration

Indianapolis, IN

Indiana University