

Ryan J. Chen

San Jose, CA

ryanjchen26@gmail.com

(408) 335-3972

<http://www.linkedin.com/in/ryanjchen>

<https://ryanjchen.github.io>

EXPERIENCE

Business Systems Analyst | April 2020 — Present

Square | San Francisco, CA

- ❖ Gather business requirements and create tech specs to design scalable, robust solutions that focus on end-user experience and productivity.
- ❖ Enabled support team to quickly hand off cases to the sales team as leads netting \$10M GPV in won opportunities.
- ❖ Implemented request process for all sales overlay teams, resulting in a +47% attach rate YOY for products to deals.
- ❖ Designed Tier 1 Support program for Salesforce, implementing SLAs, creating runbooks, and enhancing end-user experience by creating a single pane of glass for system support.
- ❖ Redesigned permissions model in Salesforce to scale, reducing # of profiles and roles by 82% and 65% respectively.

Salesforce Administrator | April 2019 — April 2020

Square | San Francisco, CA

- ❖ First point of contact for incoming requests and bugs, understanding the business and troubleshooting both the code and declarative automation in Salesforce.
- ❖ Assisted data / metadata migration of a \$400M deal involving millions of records and managed training for operations partners.
- ❖ Worked with vendors to connect Jira with Salesforce to provide business with the critical ability to prioritize a feature roadmap, and save hours of time with manual reporting.

Product & Sales Coordinator | Oct 2017 — April 2019

Anatomage | San Jose, CA

- ❖ Maintained sales pipeline and developed relationships with prospects that drove lead conversion and closed new sales. Processed \$4.8M annually in new orders.
- ❖ Onboarded new users, documented existing processes, provided Salesforce training for both the sales and application teams.
- ❖ Designed & implemented a custom email marketing automation process on Salesforce using HTML/CSS email templates and Process Builder to drive lead conversion and save reps 15 min. manual work / lead.

Supply Chain Management Intern | June 2016 — Sep 2016

Frito-Lay | Sacramento, CA

- ❖ Implemented awareness program between teams using analytical performance boards and improved training methods to minimize human error and save \$90,000 annually.

Engineering Co-op | Jan 2016 — June 2016

Central Contra Costa Sanitary District | Martinez, CA

- ❖ Managed Recycled Water Program ensuring customer satisfaction while tracking various participation data using formulated Excel spreadsheets.

EDUCATION

B.S. Chemical Engineering | University of California, Davis | June 2017

SKILLS

Technical Proficiencies

HTML, CSS, Excel, SOQL, Apex, Jira

Salesforce Certifications

Application Architect, Administrator, Advanced Admin, Platform App Builder, Sharing & Visibility Designer, Platform Developer I, Data Architecture & Management Designer

Areas of Expertise

Leadership, Process Optimization/Automation, Project Management, Communication, Business Systems Analysis