

Seth Blair

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Qualifications

- **Problem solver** I thrive when challenged to solve complex problems and build effective and efficient processes.
- **Team Player** I enjoy working as part of a diverse team with unique styles and varied perspectives.
- **Elastic Role Balancer** I manage time well and excel with multiple roles and responsibilities in rapidly changing environments.
- **Lifelong Learner** I believe in the importance of continuous learning and actively contribute to an environment that fosters growth.

Technical Skills

- Salesforce Administration
- Salesforce Development
- Salesforce Automation
- Data Management
- Project Management
- Amazon Web Services
- Microsoft Office
- Windows Server

Experience

Salesforce Administrator - Ability Beyond (November 2021 - Present)

Promoted from a junior, this role included completing a wide variety of projects that assisted in creating and optimizing business processes across the organization, from administration to transportation.

- Developed data model and built objects, automations, and integrations for a custom “Shifts App” to assist in filling shifts in the organization. Created a custom Activities object to track and assist in historical representation of actions, including splitting, adding incentives, handling call-outs and urgent shifts, and shift preferences based on location, requirements, and other factors.
- Built an “Inquiry & Referral” app to capture and track information about future consumers of the organization’s services. Enhanced the process multiple times, using a matrices for related teams, additional automations for alerts, integration with document creation software, and leading training sessions for existing and new employees.
- Led development on an “Inspections” app to track mandatory inspections for physical company assets. Utilized Screen Flows optimized for a user-friendly experience. Project expanded to track and comply with several inspection types with a wide variety of needs and tracking requirements. Connected salesforce data to required government inspection forms for ease of reporting.

- Collaborated with organization leaders to complete system-wide audits of all objects, fields, reports, packages, and other salesforce data. Took all opportunities to save space and allow for more efficient development, reduced counts toward license limits, and reduced technical debt.
- Focused on architecting reusable solution patterns for building with Salesforce, including data structures, screen flows, flow process logic, and automations.

IT Specialist - Viability (October 2019 - November 2021)

I had the opportunity to fulfill multiple roles in this position while working with all levels of the organization up to and including the CEO. I developed effective solutions for complicated IT needs in project-based work. I also provided exceptional in-person and remote helpdesk support for over 500 employees in 39 human services programs across 5 states.

- Collaborated with stakeholders across the organization to develop a new revenue stream using existing company strengths and infrastructure. Presented the project in an investment competition, which led to the complete funding of the project.
- Managed and deployed the headsets for the first-ever state-funded virtual reality program for soft skills training at a non-profit. Coordinated with all team members and ran training for employees on best practices using Oculus Quest 2 headsets.
- Created and managed Sharepoint intranet solutions for a company-wide wiki, secure portal for the Board of Directors, and internal documentation structures.
- Act as Windows Server Administrator to support and troubleshoot for all employees and devices, including Citrix Cloud Desktop workspaces, VOIP systems, web meetings, Office 365, and physical workstations.

Trivia Host - Bar Rated Trivia (April 2018 - Present)

A fun, fast-paced gig I love that requires me to be present and constantly think on my feet.

- As Covid-19 changes how restaurants operate, I continue to host exciting group events in a digital-only format while maintaining safety and engagement throughout the events.
- Utilize both physical and digital methods for hosting trivia events. Coordinate with restaurant management to customize events for the best possible customer experience to benefit the business.

Barista Trainer - Starbucks (February 2017 - October 2019)

A rewarding job during school that honed my customer service and problem solving skills.

- Welcomed, trained, and supported new hires in roles, policies, and store technology.
- Troubleshot point of sale system, digital resources, and mobile applications with coworkers and customers.
- Received Partner of the Quarter award.
- Trained new and current employees for advancement in the company.

Education

Western Governors University - Bachelor's of Science in Cloud Computing (2022)

Manchester Community College - Associate of Science in Communications, Cum Laude (2019)

Certifications

Amazon Web Services - AWS Certified Cloud Practitioner (2021)

CompTIA - Cloud+ (2021)

CompTIA - Security+ (2021)

CompTIA - Network+ (2020)

CompTIA - A+ (2020)

Linux LPI - Linux Essentials (2021)