Todd J. Knoblock

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PROFESSIONAL SUMMARY

Certified Salesforce Administrator with a passion for providing exceptional technical solutions and support. With over 25 years of experience as a Navy Veteran professional, I have developed a range of skills in instructional systems design, application analysis, and technical writing. As a Certified Salesforce Associate and Administrator, I have a proven track record of analyzing, designing, and optimizing business processes. I have successfully implemented changes, increased user adoption, and driven best practices. I am now seeking a challenging and rewarding opportunity in a dynamic tech environment where I can further develop my skills and contribute to a thriving IT team.

CERTIFICATIONS

- Salesforce Certified Associate
- Salesforce Certified Administrator

Professional Development

- Trailhead Military Participant
- Trailhead Ranger
- Virtual Bootcamp

SKILLS

- Salesforce Administration
- Project Management
- Application Support
- Technical Documentation

- Instructional System Design
- Curriculum Development
- Microsoft Office Suite
- SIGINT Analysis

EXPERIENCE

Salesforce Administrator Volunteer

October 2022 – Present

Volunteered to provide "Proof of Concept" to Chattooga Ridge Honey Farm in the use of Salesforce as the business grows in the production and commerce of Honey related products and Beekeeping services.

- Configured an SFDC Developer Org for Chattooga Ridge Honey Farm that included two users.
- Worked closely with stakeholders to discuss and design new Salesforce enhancements.
- Configured and tested custom objects, custom fields, documentation and functionality.
- Identified gaps between the business needs and standard application functionality.

Professional Development

March 2022 – October 2022

Family relocation to the Miami-Dade County area and currently seeking new career progression in the Salesforce Ecosystem with the goal of obtaining employment in the field to put skills to work.

- Proactively pursued Salesforce certifications through on-line learning in Trailhead, Trailblazer Virtual Bootcamp (TVB201), and Administrator Cert Days.
- Successfully passed Salesforce Certified Associate and Administrator exam.
- Proficient with Salesforce platform configurations, such as Users, Lightning App Builder, Objects and Fields, Flows, Process Builder, and Validation Rules.

Booz Allen Hamilton, Application Support Specialist

February 2021 – March 2022

Associate supporting assigned tasks and work closely with Astra Schedule functional and technical teams. Partner closely with client, end users, and project team members to assess, assign, track, and follow-up on open system issues.

- Documented, triaged, and escalated functional, nonfunctional, and operational requirements specifications, including issue management, through the client's approved issue tracking system.
- Formulated, defined systems scope and objectives, and drafted technical documents through research fact-finding and comprehension of applicable business systems and industry requirements.
- Analyzed business and end user needs, technical document requirements, and revised existing system logic difficulties, as necessary.
- Identified gaps in processes and documented options to bridge gaps and improve processes as part of the change management process, including defining requirements, validating processes, reviewing diagrams, and performing documentation analysis.

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Booz Allen Hamilton, Subject Matter Expert / Curriculum Developer

September 2017 – February 2021

Associate providing Instructional Systems Design (ISD), quality control, curriculum development, and life cycle support to the Center for Information Warfare Training (CIWT) following the ADDIE model. Analyzed US Cyber Command (USCC) Master Training Task Lists (MTTL), Joint Cyber Training and Certification Standards (JCT &CS), Job Duty Task Analysis (JDTA) data, Navy Tactical Tasks (NTA), and Knowledge Skills and Abilities (KSA) to ensure all stakeholder requirements were satisfied.

- Managed development of 78 hours of new instruction and laboratory exercises for Afloat Signals Analysis Training (ASAT). Developed 26 Instructor Guides, 26 Trainee Guides, 13 Information Sheets, 54 Job Sheets, and exposed ASAT students to 106 signals of interest.
- Managed development of over 400 hours of new and revised technical documents and laboratory exercises for Communications Signals Collection Course that provides training to in entry level stages of signals search, analysis, target identification and reporting.
- Provided quality control on the development and delivery of over 250 curriculum hours of Cyber Threat Intelligence Analyst Course (CTIAC) training course. Created Adobe Captivate produced materials to augment laboratory periods and problem-solving sessions.

United States Navy, Project Lead

May 2015 – August 2017

Leading Chief Petty Officer managing end to end process and procedures of a strategic level intelligence mission. This included all aspects of collection, analysis, and processing of intelligence data and reporting of significant findings to multiple U.S. and Allied organizations.

- Managed tasking of overseas survey systems, remote operations and levy collection requirements for 10 team members to ensure targets of interest were pursued.
- Orchestrated regular analytic exchange meetings for the Intelligence Department to guide long-term research projects and mentor junior analysts.
- Led an 8-member work center to develop analytical reports, white papers and briefings to senior executive leadership on specific targets of interest Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance (C4ISR) infrastructure.

United States Navy, Manager

December 2011 – May 2015

Leading Chief Petty Officer managing and developing a large team of multi-national employees across 3 departments dedicated to the collection, analysis, and dissemination of intelligence reports to deployed U.S. and Coalition organizations, Directors, and national-level agencies. Intelligence products spanned general support, indications, and warning reports, and were vetted using pre-defined parameters designed to facilitate the avoidance of hazardous situations and combatants.

- Directed the collection, analysis and reporting of signals of interest, the release of time-sensitive intelligence reports, and solutions to 150 requests for information in support of 120 multi-national deployed platforms.
- Overhauled the operator qualification process and authored 15 essential Standard Operating Procedures, establishing an efficient and highly trained watch team.

EDUCATION

University of Maryland University College — BS, Digital Media and Web Technologies — Graduated 2018