

WILLIE THAMES

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FULL-STACK DEVELOPER & SALESFORCE ADMINISTRATOR

CAREER SUMMARY:

Innovative and results-driven web developer, systems administrator, and project manager with a robust background in Salesforce administration and security. A veteran with a proven track record in leadership, strategic planning, and technical problem-solving. Adept at managing complex projects, optimizing workflows, and delivering high-impact solutions. Proficient in a wide array of technologies, including TypeScript, Python, SQL, and modern JavaScript frameworks. Demonstrated ability to support sales teams, handle credit financing, and manage CRM systems effectively.

TECHNICAL SKILLS:

- **Web Development:** Proficient in PHP, JavaScript, TypeScript, CSS, HTML5, jQuery, AJAX, and custom WordPress theme development. Experienced in creating dynamic web applications, custom themes, and components. Knowledgeable in modern frameworks such as React and Angular.
- **Salesforce:** Expert in Salesforce administration, user management, workflow design, SOQL, and customization. Skilled in automation and data management.
- **Project Management:** Skilled in project planning, task prioritization, and cross-functional team collaboration.
- **Content Management:** Experienced in managing content with JSON, SQL, and content management systems. Adept at integrating data with backend systems and APIs.
- **Security and Compliance:** Adept at risk management, data analytics, and maintaining high standards of security.
- **Business Analysis:** Proficient in requirement gathering, process improvement, and translating business needs into functional specifications.
- **Scripting and Automation:** Knowledgeable in Python, Bash scripting, and SQL for automation and data manipulation tasks.
- **Email Marketing:** Knowledgeable in email campaign management, social media, and website development.

PROFESSIONAL EXPERIENCE:

Sales Support Specialist

K Designers - Sacramento, CA

(05/2024 – Present)

- Streamlined sales operations by supporting the sales team and marketing directors, improving communication and workflow efficiency.
- Managed high-value credit financing processes, averaging \$500k per day, contributing to significant sales growth.
- Leveraged CRM Lead Perfection to optimize lead management, including conversion, creation, auditing, and data verification.
- Provided comprehensive CRM training to sales staff, enhancing team proficiency and data accuracy.
- Conducted regular data audits to ensure CRM data integrity, leading to improved reporting and decision-making.

Web Developer (Freelancing)

Freelancing - Sacramento, CA

(01/2022–04/2024)

- Designed and developed web applications and components using HTML, JavaScript, TypeScript, CSS, AJAX, and SQL.
- Implemented custom WordPress themes, including a comprehensive theme for a fictional university.
- Enhanced REST API capabilities with custom endpoints and fields, and integrated third-party APIs like Google Maps for additional functionalities.
- Created dynamic page features like customizable banners using PHP and JavaScript.
- Managed and updated content using WordPress, ensuring optimal website performance.
- Utilized Python for scripting and automation tasks to improve development workflows.
- Employed Bash scripting for server management and automation of routine tasks.
- Troubleshooted and debugged technical issues to ensure optimal performance and user satisfaction.

Salesforce Business Analyst & Administrator**Freelancing - Sacramento, CA***(01/2022–04/2024)*

- Completed extensive training in Salesforce administration, business analysis, and development, acquiring knowledge of Salesforce best practices and methodologies.
- Designed and implemented Salesforce projects, including customization, automation, and data management, to gain hands-on experience in Salesforce configuration and development.
- Utilized SOQL (Salesforce Object Query Language) skills acquired from Trailhead to extract and manipulate data within Salesforce for reporting and analysis purposes.
- Managed users, security roles, permission sets, profiles, groups, sharing rules, and workflows.
- Provided support for Salesforce users by providing training, answering user questions, and troubleshooting issues.
- Performed ongoing maintenance/clean-up of Salesforce database to ensure accurate information for reports and queries.
- Built custom reports, dashboards, workflows, email templates, and page layouts as requested.
- Created and maintained custom objects, formula fields, workflows, custom views, and other content of intermediate complexity as requested.
- Led the effort to evolve Salesforce to meet the organization's changing needs.

Security Forces Specialist**United States Air Force - Cape Cod, MA***(08/2014–01/2022)*

- Led and supervised security teams, ensuring operational readiness and mission success through effective coordination and strategic planning.
- Managed security protocols, emergency response procedures, and comprehensive threat assessments as a Staff Sergeant (7-level) in Security Forces.
- Directed the implementation of security measures and compliance initiatives, maintaining high standards of safety and confidentiality.
- Enhanced team performance through leadership, training, and mentoring, resulting in improved team cohesion and operational effectiveness.
- Oversaw the administration and management of security systems and technology, optimizing processes and ensuring data accuracy and security.

CERTIFICATIONS:**High School Diploma – 3.6 GPA***(05/2013)*

- Discovery High School, Sacramento, CA

CERTIFICATIONS:**Salesforce Administrator Certification***(02/2024)*

- Demonstrates proficiency in Salesforce administration, user management, security configuration, and workflow optimization.

Salesforce Certified Business Analyst*(04/2024)*

- Validates expertise in analyzing business processes, identifying improvement opportunities, and implementing Salesforce-based solutions.

PROJECTS AND HIGHLIGHTS:**Custom WordPress Theme Development**

- Developed and maintained a fictional university theme, incorporating advanced features like custom REST API fields and page banners. Demonstrated expertise in PHP, JavaScript, and WordPress development.

Salesforce Project Implementation

- Led projects involving Salesforce customization and automation, enhancing the CRM's functionality to meet business needs better.

Team Leadership and Security Management

- As a Staff Sergeant, led teams in high-stakes environments, managed security protocols, and conducted threat assessments, significantly enhancing operational security and effectiveness.