Joel Valento

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**SUMMARY**

*Fast learner with a passion for technology*. Motivated, skilled, and hardworking individual. Determined to achieve personal and career goals. Salesforce Certified Administrator, Docusign CLM Implementation Consulting Certified, Conga CLM Certified with a passion to continue learning. Extensive Information Technology background involving Server/Network Administration and System Administration. Configured RAC, SSH, SFTP and Exchange servers. Over 20 years of personal computer experience along with 14+ Years of Professional IT Experience and over 11+ years of Salesforce experience and 9+ years of CLM Developer Experience.

**SKILLS AND QUALIFICATIONS**

* Salesforce Administration
* Salesforce Implementation
* Salesforce Reporting and Analytics
* Salesforce Integration
* Computer Security and Encryption
* Network Administration
* SpringCM WorkFlow / XML
* Docusign E-Signature Certified
* Pardot, DLRS, Conga, Cloudingo, Process Builder, Workflow, Formulas
* Spring CM, Docusign, EchoSign
* DocuSign CLM Certified,

Remedy, Clarify and HEAT Experience

* Linux x64 Red Hat, Mint & Ubuntu
* Website Development
* Salesforce Data Clean-up

**PROFESSIONAL EXPERIENCE**

**Highmark Health**

December 2021– Present

*Came in as a CLM Architect & Sr.Developer for a iCertis CLM implementation.*

**Afit Staffing**

March 2021– June 2021

*Docusign CLM Development and Architecture Planning for Indiana DCS Project*

**Simplus**

February 2019– July 2020

*SpringCM Developer, Architect and Trainer - Remote Position*

SpringCM Consultant working as a SpringCM Partner. Doing up to 2 implementations at a time, in charge of Design sessions, Development, Architecture, Custom C# coding and documentation.

**Qlik**

July 2017 – February 2019

*Salesforce Administrator & SpringCM Consultant - Remote Position*

Responsible for building workflow automation, creation of doc-launcher libraries, XML Creation, Business Analyst (BA), Jira ticketing, best practices for SpringCM, use of tools such as FoxE and ST3 for XML review, creation of Advanced Workflows, parameters and variables.

**RealEstate Transformers** - Family Business

January 2017 – Current

*IT Administrator, Contractor and Business Partner*

Working with family buying, remodeling and selling single family homes. Doing electrical, framing, Cat6 Networking, carpentry, MLS listings, 360 virtual tours and webpage listings. Setup home automation for lighting, door locks, garage and installed surveillance/alarm systems.

**Capstone Publishing**

November 2016 – January 2017

*SR. Salesforce Administrator – Contract/Project Consultant - Edina*

Responsible for managing current projects and responsibilities. Completed data cleanup, built automation for multiple departments to eliminate manual steps, created solutions that did not exist for sales reporting needs, advised of apps such as DLRS/Perm Comparator & Mavens Mate for enhancing Salesforce functionality and ability. Creation of Conga Composer templates for Sales Contracts and NDA agreements. Received recognition for hard work and ingenuity when dealing with issues that have existed for a great length of time and were corrected during my contract. Assisted in the migration to Microsoft Dynamics AX as well as Data loading and validation within Salesforce.

**GWG Holdings Inc. (GWGH)**

June 2014 – November 2016

*IT Administrator and Salesforce Administrator - Minneapolis*

Salesforce Administration and Implementation from Microsoft Dynamics. Experience as Salesforce Business Analyst, Wave Analytics, DLRS, Validation Rules, Marketing Cloud, Data Loader, Multiple CTI Adaptor Vendors, SpringCM, Marketing Cloud, Pardot, Territory Management and some app building. Also responsible for maintaining 2008R2 and 2012R2 servers, network switches and computers. Audit patch panel diagrams, repaired multiple security vulnerabilities post NetSpi security audit, configuring switches, Salesforce tutorial development, configured software MSI packages for remote installation.

**Owner of Phoenix Remote and Local Services**

February 2012 – December 2014 -*Part Time Position*- (Relocated to MN)

*Founder and President – Phoenix AZ*

Worked supporting clients and users with any IT related issues that arose. Did Voice, Chat, Email and in person support. 2x SpringCM and 1x Conga Implementations. Worked with all office 2010-2013 products, SharePoint 2010, SQL Server 2008 R2, upgraded laptops/desktops, setup small business networks, computer security and encryption, website development, patch panel installation, network installation and more IT solutions.

**RR Donnelly**

June 2013- December 2013 *Full Time Position* (Relocated to MN)

*Contract Salesforce Administrator – Phoenix AZ*

Worked as a Salesforce Production Administrator doing Salesforce Ticketing, Training, XBRL Corrections, Departmental Issue Routing, Formula Fields, Reporting, Knowledgebase development and KB auditing. Sold house and left role to come back home to Minnesota.

* Out of a group of 20+ Contractors I was 1 of 5 they kept
* Started building first departmental Knowledge Base to aid in knowledge retention

**University of Phoenix**

April 2009 - May 2013

*Tech Support Specialist and Salesforce Admin – Phoenix AZ*

Worked with college students and staff supporting every part of Windows and Mac OS as well as supported applications, VPN support, VPN token, Outlook, Webmail, Web browsers, Citrix, VMware, Java applications, online databases, virus support, Microsoft Office 2003-2013 support, local staff support for other hardware/software issues. Helped develop the company’s internal and external knowledgebase portal within Salesforce as a Sandbox Administrator.

* Awarded 100% on Student/Staff satisfaction surveys often
* Recognized by supervisor as one of the “top technical support staff”

## Education

**Scottsdale Community College -** Scottsdale, AZ

*Received Credits*

**University of Phoenix –** Online BSIT IT / Networking

*Degree in progress*

* **Salesforce Certified Administrator – Current Release**
* **Docusign CLM Developer Certified – Current Release**
* **Docusign E-Signature Developer Certified – Current Release**
* **Conga Certified Developer – Current Release**

**INTERESTS / COMMUNITY INVOLVEMENT**

Growing personal home business ([www.JoelValento.com](file:///C:\Users\TV%20Puter\AppData\Roaming\Microsoft\Word\www.JoelValento.com))

-Volunteered at retirement homes, Elks Club and VFW for senior citizen