

Jose Arroyo

Providing business system support for Sales & Marketing organizations. Certified Salesforce.com Advanced Administrator. Advise business of system capabilities.

Tracy, CA

josemarroyo1234_swy@indeedemail.com

408-659-6562

SalesForce.com Certified Advanced Administrator with over 10 years experience building, implementing, and supporting Force.com custom applications, as well as adapting and enhancing Sales and Service Cloud. Experience providing business systems support for diverse customer focused groups: Customer Service Center, Systems and Procedures, Sales and Marketing.

Skilled in IT methodologies: requirement gathering, gap analysis, system configuration, testing, data cleansing, data migration and end user training.

Authorized to work in the US for any employer

Work Experience

Product Manager, ETX Sales and Marketing Product Development

PayPal

2019 to Present

Collaborate with our key business partners to drive sales portfolio strategy implementation, consult with strategic partners, and communicate organizational objectives both internally and externally. Engages with Sales Operations to ensure understanding of strategic priorities and roadmap. Propose solutions to improve the overall quality and efficiency of sales processes. Offer technical guidance to ensure the solutions identified meet PayPal Enterprise standards and are secure and stable.

Global Project Manager - Sales Technology

PayPal

2017 to 2019

Global Project Manager for the Global Sales Organization. New organization at PayPal, working to consolidate regional support, tools, reporting, and enablement teams into cohesive Centers of Excellence. Assisted the Direct of Global Sales Support in formulating project intake, planning, and execution teams. Led several global initiatives as Project Manager involving not only Salesforce.com and other business applications, but also PayPal Product launches and office consolidation.

Sr. Salesforce.com Administrator/ Team Lead

PayPal

2016 to 2017

Lead Salesforce.com administrator for PayPal's NA Distribution business unit which includes Telesales and Channel Sales. Manage one Salesforce.com Administrator and one Salesforce.com Developer resource. Maintain project roadmap for new business initiatives and priority for multiple work streams (big fixes, change requests, projects, and integrations).

Sales Operations Specialist

PayPal
2014 to 2016

Supported the NA Retail sales team as sole Salesforce.com administrator. Tasked to drive user adoption and efficiency balanced with compliance to corporate information security, legal, and risk management protocols.

Business Systems Specialist

Intacct Corporation
2013 to 2014

Primary Salesforce.com Administrator for a fast-paced Cloud finance software company. Maintain accuracy, integrity and governance of Salesforce.com data and system configuration. Meet regularly with stakeholders to review business processes, suggest best practices and drive system efficiency. Review, prioritize, schedule, and execute system enhancement requests. Maintain system documentation and provide end-user system training.

Sales Systems Analyst, Global Sales Application Support

NXP Semiconductors
2008 to 2013

Lead for Sales force.com application. Responsible for SalesForce.com change management; including requirement gathering, system configuration, testing, and communication. Lead global team of sales subject matter experts to define Salesforce.com roadmap. Create, maintain, and deliver end-user training content.

Business Systems Analyst, Systems & Processes Americas

NXP Semiconductors
2003 to 2008

Provided order fulfillment, pricing, and security SAP support for customer service organization. Responsible for distribution pricing programs, including advising business of system capabilities. On-going involvement in Sarbanes-Oxley auditing. Adapted technical security reporting for finance and executive management teams.

Database Administrator, Systems & Processes Americas

Philips Semiconductors
1999 to 2003

Maintained user authorizations on SAP and E-Business applications for Americas region. Monitored and troubleshoot E-Business extranet access issues.

Education

B.A.

Santa Clara University - Santa Clara, CA

Skills

- In-depth experience with SAP-SD and SAP-BI modules. Working knowledge of SAP-MM and SAP-CM. Skilled in Microsoft Office suite.

- Requirements Gathering
- Systems Analysis
- Change Management
- Database Administration
- Application Support

Links

<http://SalesForce.com>