**BLESSING PEPPLE**

**Georgia, usa (334) 233-3923 ****blessing8610@yahoo.com**

***Project Management ● Salesforce.com● IT Infrastructure Systems● Service Desk Management***

**Professional Experience**

Offering over 16 years of experience within global technology companies providing, Project Management, Service Desk and CRM 9 years of extensive experience in Salesforce.com CRM and Force.com platform across multiple industries.

* Implement, configure, and manage multiple Salesforce.com deployments. Experienced in analyzing and documenting business requirements, entity relationship diagrams and implementing them to Salesforce Custom Objects, Junction Objects, Master-detail relationships, and Lookup relationships. Solves complex support issues effectively and efficiently.
* Implement, configure, and manage multiple Salesforce.com deployments.
* Act as a single point of contact between Sales, Operations, and customer to ensure customer satisfaction.
* Experienced in analyzing and documenting business requirements, entity relationship diagrams and implementing them to Salesforce Custom Objects, Junction Objects, Master-detail relationships, and Lookup relationships.
* Expertise in creating project documents like RFP’s, RFI’s, SOW, BRD, FRD, TDD, RTM, SRS, Test Plan, Test case, Project Scope, Gap Analysis, UAT Document, experience in providing production support, issues analysis and resolution.
* Experienced in analyzing and documenting business requirements, entity relationship diagrams and implementing them to Salesforce Custom Objects, Junction Objects, Master-detail relationships, and Lookup relationships.
* Experienced in creating and implementing Roles (hierarchy), Profiles, Email Services, Page Layouts, Workflow Alerts (actions), and Approval Workflow. Designed custom formula fields, field dependencies, Validation Rules search layout.
* Experience in Salesforce.com SFA, Force.com API, SOQL, SOSL, Apex Classes, Apex Triggers, Visualforce Integration
* Good experience in working on Eclipse IDE with Force.com plug-in for writing business logic in Apex programming.
* Implemented security and sharing rules at object, record level for different users at different levels of the organization.
* Extensive experience customizing and managing standard apps (lead, case management web-to-lead, Web-to case, Email-to-case) and creating custom apps and working with Salesforce.com sandbox and production environments.
* Proficient in Data Migration from traditional applications to Salesforce using Import Wizard and Data Loader.
* Designed, developed, tested, and implemented phases of Software Development Life Cycle (SDLC). Application areas included development for Financial and Insurance sector. experience with databases including DB2, UDB and Oracle.
* Experienced in using Data Loader, Force.com Explorer, Eclipse IDE with Force.com plug-in, WebSphere Application Development toolkit (WSAD 5.1.2/RAD 7) and deploying the applications into WebSphere 6.1 application server.
* Strong Experience in end-to-end implementations of a core banking modules like deposits, savings, customer information
* Facilitated requirement discussion with business owners and technical developers, gathered, documented, and managed requirements using Rational Requisite Pro. Ability to work independently as well as effectively in team environment.
* Expert in translating business requirements and user expectations into detailed Functional Specifications (FS) by employing.
* Performed feasibility studies, life cycle analysis, cost benefit analysis, reporting system, capital market systems.
* Strong Experience in Forward Trading, Interest Rate Derivatives and Options (Call, Put and Swaps).
* Strong experience in working as liaison between Marketing, Customer Care, Finance and Accounting, IT Development, Claims, Billing and Field Sales Professionals. Configuration management tools – Starbase, PVCS and Version Manager.
* Experience in working with remote teams and ability to work in a complex deadline-oriented environment and ability to do multi-task with little supervision. Defect Tracking tools – HP Quality Center. Time Tracking Tool – Fieldglass.
* Proficient in databases including MS Access & MS Excel and excellent analytical, de-bugging and documentation skills.

**Education and Certifications**

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| **Troy University**, **Troy, AL** **Lagos City Polytechnic, Lagos** | *Bachelor of Science in Global Business and Information System - 2018**Associate Degree in Accountancy – 2009* |
| **Certification** | * *Salesforce Certified CPQ Specialist*
* *Salesforce Certified Administrator*
* *CompTIA Security + ce Certified*
* ***U.S Army Quartermaster School. – 2016***
* *Diploma in Supply Specialist*
* **Honors/Awards**: Troy University Academic Excellence Award, Dean’s List
* **Security Clearance**: Active Secret Clearance
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**SKILLS**

**SALESFORCE TECHNOLOGIES:** Apex/Controllers, Apex Triggers, Case Management automation, Workflow and Approvals, Dashboards, SOQL, SOSL, Visual Force (Pages, Component & Controllers), Custom Objects.

**SALESFORCE API TOOLS:** Eclipse IDE, Apex Explorer, Offline Edition, App Exchange Data Loader

**LANGUAGES:** Apex, SQL, Java, JavaScript, HTML, XML.

**OTHERS** (APPLICATIONS/SKILLS): JIRA, Data Analysis (XLMiner, SPSS, Tableau), Agile Methodology, Lean Six Sigma, MS EPM, MS OfficeSuite

**Professional Experience**

**BOLDBRIX LLC, Millington, TN** *November 2020- Present*

**Salesforce Admin Lead/ Einstein Analysts**

*Maintained the Salesforce platform by monitoring, supporting, and Data Visualization.*

* Designed reports with Einstein Analytics, as well as custom report types and dashboards, to ensure that senior management/ command had full-funnel visibility. Designed, Created, and scheduled Standard Business Reports & Dashboards (KPIs)
* Created the Data design that describes objects, relationships between objects and field types, transformation mapping and data processes. Customized standard Salesforce Applications. Created custom Applications, Custom Objects, Fields, Record Types, Page Layouts, and Search Layouts to organize Fields, Custom Links, Related Lists, and other components on a record detail and edit pages.
* Manages all new user provisioning, including the auto-provisioning integration between OKTA and Salesforce using Active Directory security group membership.
* Provide remote training through creating training materials and running training sessions for over 1000 users.
* Maintain data quality by identifying and deleting or merging duplicate records, cleansing, and updating inaccurate data.
* Experience of administering and configuring Salesforce.com application is essential, experience with enterprise integration tools and extract, transformation, and load (ETL) tools or other CRM software.
* Leveraged Process Builder and Flows to improve automation and user efficiency resulting in a drastically decrease in unnecessary clicks by 75%, saving time for the sales and recruiting team to better manage their funnel.

**ATBOD**, San Diego, CA *January 2016 – November 2020*

## Salesforce.com Consultant/ Project Manager and Admin

*Cloud Trigger is a leader in cloud professional services and applications that accelerate customer success by maximizing return on investment.*

* Managed project implementation staff of 8 people to ensure projects were successfully delivered on-time and within budget. Communicate risk and deliverables to all stakeholders to ensure successful completion of project.
* Installed, configured, and tuned monitoring utilities on 450 servers spread over 2 datacenters and 50 satellite servers for Advantage Sales and Marketing (ASM) – one of the largest CPG sales and marketing agencies.
* Reduced the amount of trouble tickets received by the Service Desk for ASM from 1000 per month to 500 per month by reviewing trouble tickets and making configuration and threshold changes.
* Managed technical delivery of custom development, policies, and best practices and focuses on SDLC activities using Agile methodologies and estimate timelines, budgets, and resources for each assigned project and serve as Scrum Master on the project. Developed the business logic using Spring and persistence logic using Hibernate.
* Maintained account relationships to increase customer retention within the financial, marketing, consumer goods and airline industries Reduced after-hour escalation calls to ASM’s National Infrastructure team by 20%
* Fostered client relationship with weekly meetings between ASM’s National Infrastructure team, ASM’s upper management, the KSR technical support staff. Entity beans to develop the business logic to persist the customer data.
* Review and understand client’s current business processes and wish list for CRM. Provide a Report of Findings document detailing current state of CRM solution and proposed plan to build/enhance SFDC.
* Used Email to case, and created a community where the customers can create, update, and manage their cases. Integrating salesforce and CPQ application to automate fulfillment process.
* Involved in the integration and customization of the Salesforce.com “CRM” Customer Relationship Management system including creating business logic to reduce invalid data and create custom fields to integrate with the existing sales process. Created Visualforce pages and Visualforce components to achieve custom functionality.
* Experienced on different Sales domain like CPQ Configure- Price- Quote, Contract Management, Revenue Management and Billing. Worked on Apttus for providing Quote-to-Cash software delivering CPQ, Contract management, E- Commerce and revenue management on salesforce.
* Based on the business requirements, designed a sample CPQ process within salesforce so that pricing team can get the pricing requests of custom quote requests in their queue to review and setting up Apttus Approval Processes Implemented marketing cloud integration with service cloud to manage cases.
* Designed business strategy into key activities and review department policies and procedures. Led test scenarios on Sandbox. Used various Design Patterns like Factory, Abstract Factory and Singleton Patterns.
* Worked on migrating Meta data from one Sandbox to another sandbox by using Change Sets and Force.com IDE tool. Developed java scripts for all client-side validation and developed User Interface (GUI) using JSP, CSS.
* Customized many features in the Salesforce.com system that Sales Associates use including Leads and Opportunity pages. Created pipeline reports in Salesforce.com for Sales Manager and taught Sales Associates how to create their own reports in the system. Built reusable UI/UX components with lightning component framework.

 Janosys – a mid-sized Business Intelligence and Analytical Solutions consulting company.

* A several thousand-dollar Salesforce.com system integration project involving the extraction, transformation, migration, and validation of 10,000+ customer account records and refractor the code to improve the performance.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups, implemented session beans and Performed the code reviews.
* Experience in data migration from ACT, Excel, MS outlook using Data Loader, Data Import Wizard, SFDC Data Export, Mass Delete, Informatics on Demand. Created, loaded, tested all account records – over 100,000 records.
* Work with clients and engagement teams to anticipate project risks, resolve issues, consistently meet deadlines, and achieve 100% client satisfaction with JavaScript, Apex Codes, CPQ Configure Price Quote, SOQL and SOSL queries and DML statements. Derived As-Is and To-Be Scenarios and performed Gap Analysis and Impact Analysis
* Involved in software development life cycle phases like requirements gathering, analysis, design, development, and testing. Designed, developed, and deployed various data gathering forms using HTML, CSS, JavaScript, JSP and Servlets. Reported to the Janosys CEO to review account and customer reports monthly.

**UNITED STATES ARMY**, Montgomery, AL *November 2014 – November 2020*

 ***Unit supply specialist/ Logistics expert* Salesforce**

*Provided integration and customization services to various U.S in the basis. and Managed Security Services and Some clients include:* The CPT Group *– A leader in administering class action.*

* Knowledge in software consulting, DoD Acquisition, indirect materials and services, rentals, capital equipment, leases, hired labor and negotiating, as well as evaluating terms and conditions.
* Executed acquisitions in accordance with various acquisition rules and regulations for either government and commercial contracts or subcontracts. Post transactions and Good insight into the Health and Financial Domain.
* installation property books and supporting transaction files and determines method of obtaining relief from responsibility for lost, damaged, and destroyed supply items, and supported in the delivery of quality/quantity materials on time in accordance with standards of conduct and acquisition.
* Created standard operating procedures (SOP’s) for the Global Support Center staff which assisted in responding to trouble tickets and beating the 15-minute Service Level Agreements (SLA’s) to an average of just 5 minutes.
* Coordinate Global Security Team to assist in maintaining Genica’s Juniper Intrusion Detection and Prevention (IDP) Prepares all unit/organizational supply documents, maintained automated supply system for accounting of organizational and installation supplies and equipment.

**JEMID GLOBAL**, Powder Springs, GA *January 2011 – December 2014*

## Salesforce Client Advocate/ Consultant and Administrative

*A multinational corporation providing Managed Services and Managed Security Services from mid-sized businesses to Fortune 500 companies.*

* Provided account management for 20 organizations spread over the United States and Europe.
* Experience working in Agile methodology, Scrum methodology, Waterfall model and Test-driven development. , Knowledge of Azure Cloud Solutions and architectures (Windows/Linux VM’s, Data Lake, HDInsight, SQL Database, Virtual Network, Azure AD); hands-on, database management systems, business programming. Experience in Continuous Integrations Systems and Pipeline software like Jenkins and CirclelCI, used PowerShell for DevOps in windows-based Systems.
* Created test scenarios on Sandbox and production environment and migrated code to deployment testing. exposure to Black Box & Smoke testing, End-to-End testing, System testing, Regression and User Acceptance testing (UAT).
* Expertise in Business Analysis methodologies and iterative Software Development Life Cycle (SDLC) in relation with all the phases of Rational Unified Process (RUP). executives and middle management of prospective clients
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management S - Controls, Force.com IDE, Eclipse with SOQL, SOSL & Plug-ins.
* Review and understand client’s current business processes and wish list for CRM. Provide a Report of Findings document detailing current state of CRM solution and proposed plan to build/enhance SFDC.
* Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunity depending upon user roles and groups. Configuration of standard objects, custom objects, profiles, page layouts, workflows, validation rules, reports.
* Worked with Pardot Functionality, Pardot A/B Testing, Auto responder emails and Pardot Email Rendering. Experienced with Salesforce.com Web Services APIs- Force.com SOAP and REST based Web Services APIs, the Bulk API and the Metadata API. Created UI as per the client and application requirements using Visualforce.
* Worked on different data migration tools like, Apex Data Loader, Force.com Migration tool, Salesforce Import and Export Wizard. Working with different aspects of Web Services (XML, WSDL, SOAP, REST).
* Assisted in integrating Cognos data into the active archives to make it readily accessible. Conducted quality assurance tests of the several Cognos software applications into practice and make note of the applications failing quality tests. Implemented Cognos based technology for data management systems of the organization. Supported systems administration team in using Cognos software for BI planning, testing and implementation functions.
* Collaborated with developers on test case design, utilized QTP testing methods during system software releases to ensure successful project launches and, troubleshoot straightforward software problems by investigating underlying problems with configuration. development life cycle, application design patterns, integration patterns and planning.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud. Activity diagrams, class diagrams, Data/Flow/Navigational flow using UML Tools.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites. In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
* Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts. Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual Force pages,
* Involved in the integration and customization of the Salesforce.com “CRM” Customer Relationship Management system including creating business logic to reduce invalid data and create custom fields to integrate with the existing sales process. Created pipeline reports in Salesforce.com for Sales Manager and taught Sales Associates.

**GUANRANTY TRUST BANK**, Lagos *January 2007 – June 2010*

 ***Manager and* Business System Analyst/ Accountant**

 *Managed Services and Security Risk and Compliance Services*

* Managed project implementation staff of 8 people to ensure projects were successfully delivered on-time and within budget. Communicate risk and deliverables to all stakeholders to ensure successful completion of project.
* Installed, configured, and tuned monitoring utilities on 450 servers spread over 2 datacenters and 50 satellite servers for Advantage Sales and Marketing (ASM) – one of the largest CPG sales and marketing agencies.
* Reduced the amount of trouble tickets received by the Service Desk for ASM from 1000 per month to 500 months by reviewing trouble tickets and making configuration and threshold changes.
* Reduced after-hour escalation calls to ASM’s National Infrastructure team by 20%
* Maintained account relationships to increase customer retention within the financial, marketing, consumer goods and airline industries. Lead a team of 6 NOC technicians who continually met SLAs for all customers.
* Fostered client relationship with weekly meetings between ASM’s National Infrastructure team, ASM’s upper management and the KSR technical support staff.
* Provide Incident Management to resolve Unix, Windows, Networking and Database events in real-time while prioritizing the most critical events.
* Analyzed the data received from system logs, application logs and performance tools to perform and recommend a wide range of solutions.
* Routinely performed proactive tasks such as applying patch upgrades, service packs, hot fixes, and root cause analysis of failures. Keep up to date on key industry events that could affect our customers environments.
* Improve the performance and utilization of server resources by configuring applications and devices to run optimally.

**UBA BANK**, Lagos January 2004 – December 2006

**Business System Analyst**

 *Managed Services and Security Risk and Compliance Services*

* Improve the performance and utilization of server resources by configuring applications and devices to run optimally.
* Served as project lead on major outsourcing engagements that included managing vendor relationships, supervising junior staff, and driving successful bid awards. Coordinated engagement progress “actual to forecast” profits.
* Developed and implemented an interim solution that increased both functionality and usability of existing financial model. Generated recommendations to improve the financial model that led directly to a bid award.
* Led a team of professionals responsible for implementing an automated time and expense reporting system that involved over 300 onsite and 100 offsite personnel working across 6 locations.
* Managed the budget and schedule for a project to recruit, hire and train 250 employees across 3 regions.
* Consistently drove process improvements through the development of new strategies.
* Expertise in documenting the user acceptance testing (UAT) criteria, assist business teams in conducting UAT and documentation and publishing the training material required.
* Singled out for maintaining 100% compliance with tracking, reporting and expense auditing obligations against an average engagement compliance of 65-70%.

**Business/Technical Skills:**

Software Development Life Cycle (SDLC)**,** Rational Unified Process (RUP), Agile (Scrum), Waterfall, Unified Modeling Language (UML)**,** Sales Cloud, Service Cloud, Community Cloud, Commerce Cloud, Pardot, Salesforce1 Development, Apex Classes, Test Classes. Rollup, Jira, Bitbucket, Spring, React JS, GitHub. Joint Application Development(JAD) Sessions**,** Interpersonal and organizational Skill**,** GAP Analysis**,** Coordinating meetings with off-shore and on site Module, Salesforce.com, Apex data Loader, Modeling & Design Tools like Requisite Pro, Rational Rose, SQL,PL SQL, Apex , Visual Force, HTML, Java Script, SQL Server , Oracle, DB2, MS Office, MS SharePoint, MS Visio, MS Project, Test Director, HP Quality Center, HP Quick Test Pro, Dependencies, Import Wizard, VLOOKUP, Validation Rules, Workflow Rules, Editions, Email Template, Approval Process, Web Technologies, Protocols, and Tools Utilization.