**Abdul Rab**

Phone: (713) 517-3180 E-mail: rab.abdul88@gmail.com

An accomplished supply chain and Salesforce certified professional with a proven track record for leading technical teams, managing projects, and delivering results. An innovator who excels in the challenge of accurate solutions for difficult situations in managing competing priorities within a scaling team. A well-rounded and reliable leader with outstanding interpersonal and communication skills, driven to develop and grow within an engaging and rewarding career.

**Core Skills and Knowledge**

• Project Coordination & Management • Flow, Process & Workflow Automation • Systems Analysis & Maintenance

• Salesforce Implementation • SCRUM/Agile • Quality Assurance and Control

• Salesforce Development & Administration • REST & SOAP API • Business Systems Analysis

• Apex, SOQL, SOSL, HTML, JavaScript & CSS • VSCode, Salesforce DX & Git • Healthcare Supply Chain

• LWC, Aura & Visualforce • Requirements Definition & Testing • MS Office

**Experience**

**Houston Methodist, Houston, Texas June 2015 – PRESENT** Inventory Coordinator – Salesforce and Par Excellence (December 2017 – Present)

* Played key role in Salesforce Service Cloud implementation for Supply Chain’s internal help desk
* Supported user administration by managing security framework and sharing model in accordance with organizational policies
* Developed applications, flows, Visualforce pages and service processes to facilitate case management
* Created and managed custom objects, fields, validation rules, triggers, controllers, record types and page layouts
* Managed cross-functional team to convert existing Pars and leveraged Salesforce and PAR Excellence to manage over 100 Pars
* Created and analyzed usage reports to advance and optimize Par level, reducing waste and increasing efficiency
* Streamlined outside vendor receiving processes and significantly reduced overbuying supplies to save budget
* Researched, tracked, identified, and corrected Par errors to mitigate over/under ordering to optimal levels
* Designed, initiated, and maintained Par rooms and carts, facilitated ordering of medical supplies

Materials Coordinator – Operations (October 2015 – December 2017)

* Managed team of 15 supply chain technicians, rotated schedules, and supervised $1.4M business operations
* Monitored and managed receiving and replenishment of all medical supplies and sterile core inventory
* Developed protocol program to identify inventory and accounts payable discrepancies prior to payments
* Reviewed and approved rental invoices for patient care equipment and regulated inventory controls
* Identified and cleared discrepancies in rental invoices, resulting in $45K savings in annual budget
* Improved crash carts maintenance process and supported automated replenishment cycle program development
* Oversaw, audited, and validated decontamination and replenishment of medical supplies in 200 crash carts

Supply Technician II (June 2015 – October 2015)

* First point of contact for front desk, online, and phone orders for medical equipment and supplies
* Monitored equipment and supplies inventory, and directed efficient distribution to departments
* Tracked and leveraged data-analysis strategies to determine optimized procurement requirements

**Education**

**Houston Community College, Houston, Texas 2009 – 2014**

60 Hours of Course Credit – Computer Science

**Certifications**

**Salesforce**

Salesforce Certified Administrator

Salesforce Certified Platform Developer I

Salesforce Certified Service Cloud Consultant