**Jamie L. Cartin**

[jamieleighcartin@gmail.com](mailto:jamieleighcartin@gmail.com) *|| # 315-276-9766 ||Gouverneur, NY || Willing to relocate || Available to start immediately || Willing and able to get certified upon request ||*<https://jasey.tech> *|| Trailhead Ranger and multiple Superbadge holder (8) :* <https://trailblazer.me/id/jasey>

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**WORK HISTORY**

**Jasey Tech, Inc.** || Remote

*Salesforce Developer and Mentor* || August 2019 - present

This is a passion project and NPO that I started in early August, 2019 to help introduce individuals struggling in their current jobs switch to Salesforce. Through this program, I work with disadvantaged individuals who otherwise might not have access to resources to pursue careers in tech getting started in the Salesforce ecosystem. I help my mentees find the right Salesforce career path to them, provide individualized training, help them navigate Trailhead, study with them and tutor them to help them obtain certifications, help with resume-building, aid in interview prep, and help them land Salesforce jobs. I utilize donations to create scholarships, fund certification exams, and donate to disadvantaged communities.

**YKW Solutions, LLC** || Remote with Travel

*Salesforce Developer / Functional Consultant / Contract* || January 2018 - present

I work in a functional consultant and developer capacity, assigned and sourced roles based on need and availability. I assist clients with establishing and building upon their Salesforce platform. This typically means traveling, consulting with the organization to build understanding, designing and building upon business requirements and use cases, working with existing internal teams utilizing Agile ideologies, using teachable moments to ensure understanding, developing to meet the needs of the organization, and guiding through deployment. I have worked with both Classic and Lightning, depending on the needs and comfort level of the organization at hand. I have aided in the completion of dozens of successful projects to date. My projects have ranged from simple declarative fixes to major organizational overhauls complete with full custom code, seamless integrations, Lightning implementations, and more.

**Health and Hope Mission** || Gouverneur, NY and Remote

*Salesforce Admin/Developer & Network Security Architect* || September 2016 - February 2019

Since being here, I first started by working with the CTO in a security-related capacity, hardening the network. Upon molding the network and making necessary improvements, I determined the organization as a whole would benefit from using Salesforce Health Cloud. I began researching and making the case for a switch to Salesforce. Once we received the green light to make the switch, I began planning for implementation. I worked with agile SDLC to help build use cases and design our infrastructure using SF. After building use cases, I found several customization options that the business might benefit from, utilizing Apex (including triggers and test classes), VisualForce, SOQL, Process Builder, Flow Designer, and SOSL to meet these unique needs. I also employed continuous monitoring to ensure that my code is scalable, stays under governor limits, and evolves as business needs grow over time.

**Apple** || Remote

*AppleCare iOS Chat Advisor* || September 2016 – June 2017

I successfully completed Apple's rigorous training academy, becoming an expert in iOS troubleshooting and support.  This required me to multi-task and manage multiple cases at once while taking thorough documentation and using logical thinking to determine necessary troubleshooting.

**Teletech** || Remote

*Technical, Salesforce, and Software Support* || September 2015 – April 2016

This was a seasonal Salesforce and software support position. Here, I was able to troubleshoot numerous technological issues. I helped ensure that each client was satisfied while offering information assurance and implementing due diligence. I was able to utilize Salesforce in an end-user role, focusing on things that could be improved upon to better workflow and offer support to our users. I became the go-to person for Salesforce end-user support, while utilizing Service Cloud for more efficient case-handling.

**Stream Global Services** || Watertown, NY

*Salesforce Technical End-User Support* || June 2011 – February 2013

At Stream, I worked with Service Cloud to help end users, often business users, solve issues with Salesforce. This typically involved helping users navigate Salesforce, suggesting best practices and use cases, and trouble-shooting numerous issues through case creation and escalation. I helped empower end users by showing them and teaching them about all the benefits Salesforce and its products had to offer.

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**EDUCATION**

**Southern New Hampshire University — Graduated**

May 2015- December 2018 || ***MS in Information Technology and Cybersecurity***

* While at SNHU, I have managed to maintain a 4.0 cumulative GPA, earning me the Outstanding Student aware for being the individual with the highest GPA in my program.
* **Began learning more about PaaS Salesforce.com and SaaS Force.com in great depth, utilizing such tools in my courses.**
* **Worked on numerous projects in Java, Python (deep learning) and other object-oriented languages, including creating file readers, GUIs, Virtual World applications, games and more.**
* I learned about the software development lifecycle and was tasked with designing and implementing my own UML diagrams, use case and sequence models.
* I have been responsible for hierarchal network design, the analyzation of existing networks and procedures, the design and implementation of a functional information assurance plan, and intense testing, analyzation, and correction of vulnerabilities through multiple coding languages (Java, Python, JavaScript).
* Focused a great deal on the OSI Model and interconnectivity to gain invaluable understanding of networking and communication.
* Multiple case studies and risk assessments performed on organizations.

**State University of New York at Potsdam — Graduated**

May 2015 || ***Bachelor of the Arts focus in Computer Science***

* I made the President’s and Dean’s lists multiple times.
* Worked on numerous small scale computer projects, including computer science theory-based applications.