

Jesús Romo

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I am a certified Salesforce administrator passionate about education. I have experience in both customer-facing, and technical roles, and have worked with Agile project management practices. I am motivated by helping people solve problems, and sharing my skills to help others learn.

EXPERIENCE

Coach

April 2020 - Present

Merivis Foundation

Oakland, CA

- Offer tips and tricks to help students study for and pass the Salesforce Certification exam
- Explain basic concepts in security, org setup, roles & profiles, and reports & dashboards
- Clarify advanced topics including validation rules, automation, and object customization
- Earned “Business Administration” and “Lightning Reports & Dashboards” Super Badges

Salesforce Technical Writer

June 2019 - February 2020

Alere, Abbott

Austin, TX

- Wrote new “how-to” Salesforce Lightning training manuals for end-users in several groups
- Served as a SME for Salesforce.com and shared documentation best practices with the team
- Translated technical Salesforce information into digestible content for non-expert audiences
- Interviewed other subject matter experts to clarify and document processes and system updates
- Followed established departmental editing processes and checklists

Technical Writer

January 2019 - June 2019

Kapsch, TrafficCom

Austin, TX

- Translated technical information into relatable content for client audiences
- Collaborated with other technical writers to add or locate missing content from client requirements
- Interviewed subject matter experts to clarify ambiguous passages and gather missing information
- Used project requirements to create documentation that fit legal parameters
- Followed departmental editing processes and checklists, and tracked document hours in Jira

Salesforce Administrator

April 2018 - October 2018

Ekso Bionics, Inc.

Richmond, CA

- Managed org security, users, roles, profiles, queues, sharing rules and other setup options
- Migrated old sales process to Lightning experience and trained sales team to promote adoption
- Improved matching and duplicate rules for decreased redundancy
- Enabled Territories functionality to automate lead, account, and opportunity assignment
- Developed reports, dashboards, and processes to continuously monitor data quality and integrity

Business Development Manager

June 2014 - October 2017

AlterG, Inc.

Fremont, CA

- Wrote the how-to manual for MapAnything for sales team
- Became go-to “power-user” of Salesforce.com among the sales team
- Prepared and uploaded data into Salesforce using data loader and other 3rd party tools
- Tested and updated workflows, processes, and validation rules for efficiency

EDUCATION

University of San Francisco (USF)

May 2013

M. A. Organization and Leadership, Emphasis in Higher Education and Student Affairs (HESA)

Capstone Research Topic: Admitting Students of Color Post-Affirmative Action