**AUGUSTINE “AUSTIN” TIE**

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**Salesforce Project Manager**

**PROFESSIONAL QUALIFICATIONS PROFILE**

* **IT and Business professional** with over 10-plus years of diversified proficiency as a Salesforce project manager, business analyst and admin, offering 8-plus years of success leading all phases of diverse technology projects with PMP, MBA, Earned Value Management (EVM) and Six Sigma with experience in full end to end Salesforce, SFDC and Avaya POM, COE SFDC WFM and IEX, Verint, Nat tools with 6+ years’ experience in SFDC, SOQL, SOSL, SOAP and REST API, Salesforce lightning components and UI design, Sales Cloud, Salesforce Pardot B2B Marketing, Salesforce Commerce Cloud and Cloud Craze Salesforce.com CRM, Force.com in Salesforce.com with experience in Apex Coding Language, Visualforce code, Configure Price Quote (CPQ), Health Cloud, Salesforce Education Cloud, REST API, documentation including Test Scripts, Project Scope, Training manuals, BRD, FRD, TDD, RTM,SRS, UAT, Gap Analysis. Using Jenkins and Github, Amazon Web Service (AWS), Microsoft Dynamics & amp; SaaS, Marketo and Java with, SQL, PL/SQL, Git, Oracle, NET, OAuth, Google Chart API and Oracle.
* **Experienced project manager, offering 8 years of success leading Salesforce projects;** IT Service Management, Program Management, People Management, Quality and Compliance Management (Audits & Assessments); and Business Sales, Marketing, Consulting, finance experience. Business strategist; plan and manage multimillion-dollar projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains and strategic partnerships. Creating detailed project road maps, plans, schedules & work breakdown structures & Designing SF UI and App exchange and designing Salesforce objects & fields, Pick list, role
* **Excellent communicator**: leverage Salesforce technical, business and financial acumen to communicate effectively with client executives and their respective teams. Focused teams on business objectives and tracked progress to ensure Salesforce project milestones were completed, on budget and with the desired results, design of VisualForce Pages, Snapshots, Dashboards. Moved between agile & waterfall approaches depending on project specifics.
* **Expert in agile and waterfall project management methodologies.** Able tomanage large project teams using Agile, Asana, Pivotal and known forhigh-quality deliverables that meet or exceed timeline and budgetary targets.
* Managed enterprise projects for TELCO, TAKEALONG'S top client and United States Navy. Drove projects from conception through completion. Launched two new sites and re-launched two portals.
* Consulted with client to identify key requirements, defined project scope, developed project plan and schedule, provided leadership to internal teams on projects and daily production issues. Facilitated issues resolution. Prepared and presented timely status reports to client and internal senior management.
* Collaborated with clients, third party software partners and internal teams to develop and launch product enhancements that maximized page view and generated additional revenue opportunities.
* Initiated a comprehensive issue tracking process improving communication and issue resolution for cross-functional teams and senior management. Expertise in customizing SF standard objects Accounts, Leads, Campaigns, Reports.
* As Account Manager, acted as escalation point for change requests and client concerns, and worked closely with department team leads to prioritize issues and coordinate troubleshooting efforts.
* Conducted resource planning and budgeting; tracked costs to ensure adherence to budgetary limitations. Brought in supplemental service revenue of approximately $1 million with projects averaging $500k.

**EDUCATION**

**Master of Business Administration (MBA),** University of Maryland Global Campus, Adelphi, MD

**Bachelor of Science, Business Administration (Accounting),** Columbia College, Columbia, MO

**Graduate Certificate, Executive Leadership,** U.S. Navy War College, Senior Enlisted Academy, Newport, RI

**Graduate Certificate, Applied Project Management,** Villanova University, Villanova, PA

**CERTIFICATIONS**

*PMI Certified Project Management Professional (PMP)*

*Salesforce Certified Administrator (SCA)*

*Certified Facility Management Professional (FMP)*

*Salesforce CPQ Specialist*

*Salesforce Community Cloud Consultant*

*Six Sigma Specialist*

*Earned Value Management (EVM)*

*Security Clearance: Active Secret Clearance*

**AREAS OF EXPERTISE**

*PPM, Project Plan, Vendor Management, Strategic Planning and Implementation Outline of Client’s Objective, Scope Statement, Project Lifecycle Processes, ROI Analysis, Costing & Budgeting, Project Scheduling, Work Breakdown Structure, Financial Plan, Cost Estimation, Processes Automation, Regulatory Compliance, Requirements Analysis, Testing /QA/ Rollout / Support, Client Relations & Presentations, Team Building & mentoring, Cross-Functional Supervision, Business & IT planning, Custom Software Development, Database Design (RDBMS), Systems Engineering, System Migrations/Integrations, Enterprise wide Implementation, Chatter, Custom Objects, Formula Fields, Integration using REST and SOAP API, Batch Apex. Triggers, Batch Classes, Schedule Classes, Wrapper Classes SOQL and SOSL, Visualforce Page, Controllers, Field Dependencies, Import Wizard, VLOOKUP, Validation Rules, Workflow Rules, Editions, Email Template, Approval Process, Web Technologies, Protocols, and Tools Utilization Framework Development and Oversight. Software Packages Release, Technical Architecture Salesforce Development, Apex Classes, Test Classes. Sales Cloud, Service Cloud, Community Cloud, Commerce Cloud, Pardot, Rollup, Jira, Bitbucket, Spring, React JS, Github.*

**PROFESSIONAL EXPERIENCE**

**Raytheon Intelligence & Space, Dallas, TX *06/2020 - Present***

**Project Manager | Manufacturing Manager**

Raytheon Intelligence & Space specializes in developing advanced sensors, training, cyber and software solutions delivering the disruptive technologies its customers need to succeed in any domain, against any challenge.

**Responsibilities**

* Managed and Lead Salesforce Architects, Managers, Analysts, Developers and Administrators successfully in Salesforce Lightning Components, Lightning Web Components, lightning aura components, Lightning Process Builder, Lightning UI/UX, creating Lightning pages by using component app builder, SOAP and REST API, Apex Classes, Apex Controllers and Apex Triggers to develop custom business logic and project management guidelines, deployment. VisualForce, Batch Apex, SOAP and REST API, Pardot B2B Marketing Automation to deliver projects
* Create business requirements documents including scope of work (SOW), request for proposal (RFP), vendor vetting profile, and service level agreement (SLA) processes for a full life-cycle, database modernization upgrade to a proprietary Customer Relationship Management (CRM) system, invoices developed Batch Apex, Triggers for SFCD
* Manage software integration and data migration, vendors to ensure adherence to plans and contractual commitment
* Oversee and focused teams on business objectives, and tracked progress to ensure project milestones were completed on time, on budget with desired results and engaged with Scrum masters to increase team effectiveness
* End-to-end management of project delivery process of implementing Salesforce Marketing Cloud, Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Commerce Cloud, Einstein, Pardot, working with COE, Sales and marketing teams. Make sure team understand the vision, goals, and priority for the Salesforce UI and components
* Managed 30+ direct reports of advanced product manufacturing assembly and production team including cost, schedule, and quality execution across three factory floors and three acceptance test centers.
* Executes daily factory operations, resource loading, process control, and business performance metrics. Interfacing with factory operators, Production Control, Program Operations, Quality, Engineering, Management and customers.
* Utilizes experience with processes such as integrated product development system (IPDS), Earned Value Management System (EVMS) Six Sigma, SAP and MRP system to ensures operational success while.
* Possesses extensive and excellent experience in fast-paced process environment with responsibility for managing resource constraints, multiple priorities, thinking strategically to determining long-term impact of decisions.
* Interacted with various business user groups for gathering requirements for Salesforce implementation and document
* Experienced on different Sales domain like CPQ Configure- Price- Quote, Contract Management, Revenue Management and Billing. Implemented marketing cloud integration with service cloud to manage cases.
* 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.
* Managed technical delivery of custom development, policies, and best practices focusing on SDLC activities using Agile methodologies and estimate timelines, budgets, and resources and serve as Scrum Master.

**ATBOD, San Diego, CA *01/2016 – 06/2020***

**Salesforce.com Consultant / Project Manager and Admin**

ATBOD is a leader in cloud professional services and applications that accelerate customer success with Salesforce

**Responsibilities**

* 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
* 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.
* Maintained account relationships in order to increase customer retention within the financial, marketing, consumer goods and airline industries, reduced after-hour escalation calls to ASMs National Infrastructure team by 20%
* Review and understand clients’ current business processes and wish-list for CRM. Provided 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.
* Led the integration and customization of the Salesforce.com Customer Relationship Management (CRM) 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.
* 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 using Change Sets and Force.com IDE tool.
* Customized features in Salesforce.com for Sales Associates including Leads and Opportunity pages. Created pipeline reports in Salesforce.com and taught Sales Managers and Associates how to create their own reports in the system.
* 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 code reviews
* Involved in software development life cycle phases—requirements gathering, analysis, design, development and testing.

**UNITED STATES NAVY, Global Locations 07/2010 - 07/2020**

**Project & Material Manager**

**Responsibilities**

* Managed budgets and Salesforce Lifecycle cross-functional and technical teams of developers, programmers, analysts and update and training members of Sales and marketing teams. Designed the solution by customizing various standard objects of SFDC. Identified, researched, investigated, and documented business processes.
* Identified project risks, wrote risks in a consistent format, engaged stakeholders to identify project and capture risks.
* Performed business stakeholder relationships and detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SFDC, and other Platform based technologies like Einstein, B2B Commerce, VisualForce, Force.com API and Web Services. Make sure team understand the vision, goals, and priority for the SFDC components Authored, maintained and published technical and business documents.
* Oversaw plan, provided leadership and measured success of department’s marketing and sales development activities
* Consulted with client to identify project requirements, scope, developed financial plan, schedule and Analyses
* Organized and executed 10-month $10M maintenance project ahead of schedule; maximizing time, cost and provided oversight ensuring all critical deadlines were met to achieve all milestones and deliverable
* Managed stakeholders’ engagement, planned and coordinated high-level activities for operations and maintenance groups, including third-party contractors, on site cross-functional support teams under variety of conditions such as planned and emergent electrical outages, software upgrades, material readiness and pre-deployment certifications.
* Oversaw maintenance requirement, determined need for change and /or potential issues with procedures to minimize risk. 200+ change requests submitted, approved and implemented. Created detailed use case, activity diagrams.
* Prepared and collected requirements, identified key high-level risks, planned schedule management, and managed project work and quality, monitored stakeholder engagement and performed project closure resulted in on time upgrade of computerized maintenance management system (CMMS) software on multiple U.S. Navy Ships
* Directed operations and network maintenance in a safe, uninterrupted, environmentally sound, and efficient manner to meet organization objectives. Ensured safety of all employees through effective use of applicable programs.

**JEMID GLOBAL, Powder Springs, GA *01/2011 – 12/2014***

**Salesforce Client Advocate/ Consultant and Administrative**

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

**Responsibilities**

* Provided account management for 20 organizations spread across the United States and Europe.
* Experience working in Agile methodology, Scrum methodology, Waterfall model and Test-driven development.
* 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 clients’ 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.
* 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 & service cloud, Marketing and Community Cloud, Custom 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, VisualForce 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.
* Integrated web services by generating necessary stubs from WSDL files for extracting data from external systems to display in salesforce.com. Extensively moderating JAD sessions, SpringCM with different business units
* Created various Reports (summary, matrix, pie charts, dashboards and graphics) and Report Folders
* Worked with various salesforce.com objects (Accounts, Contacts, Leads) while transferring data to external system.
* Use Salesforce Automation (SFA) for Sales Lead, Opportunity, Account and Contact Management,
* Developed Apex classes, VisualForce pages, Batch Apex, Triggers as part of Product Return in on time Application
* Worked on Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Training corporation on Salesforce.com, CRM application, SFDC platform, Apex, visual Force, Tabs, Workflow.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects
* Utilized Apex Classes, Controller and Apex Triggers for various functional needs. Developed Custom Objects, Tabs, Entity-Relationship data model, validation rules on objects and tabs, Components and VisualForce Pages
* Designed and Developed Apex Classes, Controller and Apex Triggers for various functional needs in the application

**Awards**

Navy and Marine Corps Commendation Medal (4 Awards); Navy and Marine Corps Achievement Medal (4 Awards); National Defense Medal; Navy Good Conduct Medal (6 Awards); Presidential Outstanding Volunteer Service Medal (Gold) and Military Outstanding Volunteering Service Medal