



# DAVID FORE

SALESFORCE  
PROJECT MANAGER



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Arlington, Virginia



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## EDUCATION

### BS General Studies

Drexel University  
Philadelphia PA, 2000 - 2004

### Project Management Certificate

Agile Certification, 2016

Project Management Certificate  
Temple University  
Philadelphia PA, 2010

### Process Management Certificate

Rutgers University  
New Brunswick NJ, 2003

## EXPERTISE

- Agile Certification
- Requirements Analysis
- Project Management
- Resource Planning
- Budget Management
- Quality Management
- Procurement Planning
- Process Improvements

## PROFILE

A Fortune 100 Senior Leader in Information Technology and Information Management Systems with over 20 years of management experience and 10 years' experience designing and implementing Salesforce solutions. Effective communicator and team leader with strong focus on developing and improving IT services and staff development

## EXPERIENCE

### Salesforce Project Manager

Innovative Services and Solutions, LLC / Fairfax, VA / Sept 2020 - Present

Coordinate people and processes to ensure that all Stryker Spine CRM projects are delivered on time and produce the desired results across multiple systems

- Coordinate internal resources and vendors for the SOX Compliant development and deployment of key Stryker Salesforce projects resulting in 30 successful deployments
- Developed project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility through the use of TaskRay, Flosum, AgilePoly, Service Now and Salesforce CRM Development and Production Systems
- Report and escalate to management as needed while managing the relationship with all key stakeholders and personnel

### Salesforce Business Analyst/Project Manager

International Logic Systems, Inc. / Fairfax, VA / Nov 2019 - June 2020

Served as the client facing Team Lead as well as the Business Analyst and Project Manager for EXIM Banks Salesforce PRM Implementation and SharePoint Data Migration projects. Performed various Project Management and Business Analysis functions including:

- Translated business requirements into well-architected solutions that best leverage the Salesforce.com and Force.com platforms.
- Served as the technical leader and work with business users to elicit requirements via interactive design sessions, documenting business process descriptions, use cases, data analysis, and task workflow
- Used technical expertise to design, develop (program), test, document, and deploy high-quality business solutions on the Force.com platform and third-party integrations with Salesforce.com
- Wrote UAT test cases for UAT Testers and conducted and supported UAT for the clients

### Salesforce Consultant

CGI, Inc. / Fairfax, VA / Jul 2019 - Nov 2019

Served as the Salesforce Configuration lead for several CGI Projects including the CGI Salesforce Application Collections IP project.

- Performed administration tasks for Polyconcept North America (PCNA) in Pardot; worked with PCNA Subject Matter Experts (SMEs) to prioritize work and deploy configuration changes
- Performed Marketing Cloud administration on an as-needed basis
- Worked in collaboration with Salesforce Inc., to create user stories and documentation for the internal CGI project, creating Salesforce training with a customized Superbadge for internal CGI staff
- Preparation and execution of UAT Test Cases and other testing activities
- Maintained all the stories and tasks in Jira which was used to know the status of requirements

## SKILLS

- Planning & Organization
- Jira Administration
- Kanban/Scrum
- Strategic Thinking
- Communication
- Leadership
- Analytical Thinking
- Teamwork & Cooperation
- Creative Thinking

## AWARDS

### President's Award

Bristol-Myers Squibb / 2003

### Service of Excellence Award

Bristol-Myers Squibb / 1999 - 2003

## INTERESTS

- Competitive Ballroom & Salsa Dancing
- Event & Portrait Photography
- Education & Learning

## ADDITIONAL EXPERIENCE

### Merck, Inc Pharmaceutical

Project Manager / Nov 2009 - Jun 2010

### Covance Inc. Pharmaceutical

Project Manager / Oct 2007 - Mar 2008

### Bristol-Myers Squibb

#### Pharmaceutical

Associate Director / 1995 - 2004

## EXPERIENCE CONTINUED

### Salesforce & Pardot Administrator

First Book / Washington, DC / Jan 2017 - Jul 2019

Worked with key stakeholders in First Book to objectively establish the support framework for Pardot and Salesforce data organization.

- Daily administration and support of First Book Salesforce database including, but not limited to, managing multiple user setups, profiles, and roles, customization of objects, fields, record types, page layouts, process flows and validations
- Worked with management, strategic planning and analysis staff, and end users to create and manage complex workflow rules, data validation, and triggers
- Supported the software testing process, which included devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing effort

### Salesforce Deployment Lead

CapTech Ventures Inc., / Arlington, VA / May 2016 - Dec 2016

Served as the CapTech Salesforce SME to project teams to define, design and implement complex data solutions for mission critical information capabilities.

- Led teams of consultants delivering Salesforce Implementations for data engineering, data warehousing, governance and data visualization projects
- Contributed to overall enterprise data and architectural strategies including roadmaps, tool selections, governance and data standards
- Led and/or facilitated sessions to gather, define, and document business requirements

### Salesforce Deployment Lead

Accenture Federal Services / Arlington, VA / Jun 2014 - May 2016

Responsible for delivering large-scale, complex programs that marry processes with technology to help Accenture clients achieve high performance.

- Designed, implemented and deployed Salesforce business intelligence solutions (applications and technologies which were used to gather, provide access to, and analyze data and information about company operations) for end-to-end data warehousing and analytics
- Supervised process and functional design activities and created functional requirements as an input to application design.
- Involved in UAT testing effort and coordinating test cycles
- Developed and tested detailed functional designs for business solution components and prototypes; supervised application build, test, and deployment activities

## ASSOCIATIONS AND VOLUNTEER WORK

### Arlington Public Library

Library Computer Help Desk

Arlington, VA

### Taproot Foundation

Project Manager / Salesforce Lead

### Maya Angelo Foundation

Washington, DC

### Washington Project for the Arts

Washington, DC

### Leukemia & Lymphoma Society

Photographer

Philadelphia, PA / Washington, DC

### Toastmasters International

President and Founder

Bristol-Myers Squibb,  
Lawrenceville, NJ