

Summary of Qualifications

Seasoned technology professional with experience in engineering and professional services. Working on the salesforce platform for the last 5 years configuring the nCino product, designing/documenting custom solutions, consulting and ensuring the quality of our software releases.

- Bachelor of Science Degree in Business Administration – University of New Hampshire.
- Programming languages: APEX, HTML5, CSS3, Sass, TypeScript, jQuery, JavaScript, Razor HTML, Python.
- 4 x Salesforce Certified, Salesforce Ranger.
- Working knowledge of Git / JIRA / Confluence / X Ray
- Knowledge of Scrum / Agile / SDLC methodologies
- UI testing (WCAG 3.0, ADA, Web applications)
- Analytic thinker and methodical problem solver.
- Well-developed communication and interpersonal skills.
- Proven track record for continued education and strong conviction for lifelong learning.

Experience

QA ENGINEER - nCino - WILMINGTON, NC
2020 – Present

Ensuring a high-quality product through rigorous planning, testing, and configuration expertise within our Scrum team. Working with the team to create Epics, Storys, and Tasks for new functionality, while addressing bugs and improving quality. Leading or contributing to all technical aspects of the release, including:

- Creating detailed, and well-structured test plans and test cases to meet acceptance criteria of epics / stories.
- Provide insight from my time in professional services to improve the product.
- Spinning orgs, configuring features and integrations for testing.
- Executing tests, documenting and reporting defects, work with engineers to resolve.
- Advise on QA Process improvements, sprint/release retrospectives.
- Mentoring Associate QA's

IMPLEMENTATION CONSULTANT - nCino - WILMINGTON, NC
2017 – 2018, 2019-2020 (Senior)

Provide subject matter expertise and technical guidance for nCino implementations in the community and regional space. Working with financial institutions under \$25 billion in assets, the implementation team aligns the system to the process of the institution. Leading or contributing to all technical aspects of the project, including:

- Implement Salesforce.com security including roles, profiles, sharing rules, workflows and groups.
- Create custom objects, fields, and page layouts
- Create workflow and approval processes
- Load or export data via APEX Data Loader
- Create custom solutions using Flow, Process Builder, workflow rules
- Create dashboards and reports
- Migrations from sandbox to production

ENTERPRISE IMPLEMENTATION CONSULTANT - nCino - WILMINGTON, NC

2018 -2019

Provide subject matter expertise and technical guidance for nCino implementations in the enterprise space. Working with financial institutions over \$25 billion in assets, the nCino team advises the partners on the best technical solutions, given requirements from the bank. Contributing to all technical aspects of the project, including:

- Salesforce.com security including roles, profiles, sharing rules, workflows and groups.
- Custom integrations (real estate service API's, business scoring models etc).
- Documentation for customizations on the project.
- Building custom POCs to demo for the partner and client.
- Migration strategies through sandboxes to production.
- Analysis of current org, vs. future state vision.
- Working closely with partners to deliver the project.
- Working with the product team to enhance the product, or address PDI's.

FRONT END DEVELOPER - SILVERTECH - MANCHESTER, NH

2015 - 2016

Responsibilities included developing interactive websites and web components by utilizing HTML5, CSS3, and JavaScript. Writing modular front end code that is semantic, and compliant for both ADA and W3C.

- Developing with a tech stack of: Node.js, Grunt, Express, Swig, Sass, Bootstrap, HTML5 Boilerplate.
- Integrating the front end mockups into an MVC model with the backend developer, debugging any problems with backend, or QA Engineer.
- Integration of REST and JSON API's (HubSpot and Pardot).
- Developing blogs within the HubSpot platform for marketing automation, utilizing the HubL language.
- Creating documentation for development projects and helping the QA engineer with testing plans.

LEAD SEO - INDUSTRIAL TRAFFIC - HOOKSETT, NH

2009 - 2015

Responsible for overseeing the SEO strategy for clients, while splitting time writing front end code. Annual SEO budgets ranged from \$6,000 to \$60,000. SEO work has led to upwards of \$600,000 contracts for clients. Development projects ranged from full e-commerce solutions with 20,000 skews, to 5 page websites.

- Developed in LAMP environment, using Git for version control.
- Developing responsive websites with Bootstrap, HTML5, CSS3, jQuery.
- Working with CMS platforms including: CakePHP, OpenCart, Joomla, WordPress.
- Training and managing new SEO hires within the company.
- Developing training manuals and best practices documentation.
- In-depth Google analytics evaluation measuring KPI's and other data points.
- Meeting with clients to discuss overall goals with the website and establish a marketing strategy.
- Estimating SEO requirements including: budgeted hours, scope of work, architecture, SEO strategy and proposal writing.

OWNER - AARDVARK DESIGN - MANCHESTER, NH

2007 - 2009

Consult with clients to identify project requirements, define scope, develop project plan timeline. Maintain client websites, manage updates, perform site re-designs. Designed website layouts, wrote front end code, Doman/DNS work, SEO, and testing.

Education

SALESFORCE CERTIFICATIONS

Salesforce Ranger (Trailhead) - 2020
Salesforce Certified Administrator – 2017
Salesforce Certified Platform App Builder – 2017
Salesforce Certified Advanced Administrator – 2017
Salesforce Certified Sales Cloud Consultant - 2018

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Graduate School of Business – (4 courses)
January – December 2003

UNIVERSITY OF NEW HAMPSHIRE

Peter T. Paul College of Business and Economics
B.S. – Business Administration – 2000

Continuing Education

TREEHOUSE

Completed: Object Oriented JavaScript, Understanding “this” in JavaScript, JavaScript Loops, Arrays and Objects, Interactive Web Pages with JavaScript, AJAX Basics, CSS FlexBox Layout.

CODE ACADEMY

Completed: JavaScript, Git, AngularJS 1.X, PHP
In-Progress: TypeScript, APEX

Extracurricular Activities

Surfing
Musician: Guitar (24 yrs), Mandolin (8yrs.)
Real Estate Investment
Woodworking: built an acoustic guitar, raised garden beds, 6’x9’ shed, and more.
Qigong Instructor, and meditation practitioner.
BBQ & Smoking Meat