**Thomas Condon**

Chicago, IL 312-446-1108 tom@thomasacondon.com

15 years Salesforce experience, 5 Salesforce certifications, Trailhead Ranger

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Highly skilled Senior Salesforce Administrator with 15 years’ experience and 5 Salesforce certifications. Experience in business process re-engineering and Salesforce configuration. Excel in analyzing business needs, and translating them into effective solutions that streamline business processes. Act as a bridge between technology and business teams, communicating complex technology concepts to business leaders and translating business needs into technical designs. Robust communication skills enable effective communicate with all levels of the organization.

**Work Experience**

**Senior Salesforce Administrator**

Humana, Inc. (Medical Insurance Provider) — Louisville, KY

April 2019 to Present

Key member of a team implementing Salesforce for 2,000+ users (internal sales and external partner users) using Agile methodology. Salesforce is integrated to 6 other enterprise systems.

* Salesforce Administration, including extensive report and dashboard design/build, daily support, troubleshooting, Case management, recommendations for new functionality.
* Data Steward: discovering, tracking and resolving data quality issues. Work with stakeholders managing 6 integrated systems to determine root cause and fix problems at their source.
* Extensive experience in Business Intelligence: developed 50+ dashboards and 250+ reports that provide critical insights for sales team, managers, and executives.
* Declarative development and migrating XML using VSCode and Azure DevOps. Test newly developed Agile Stories using qTest and manage defects to resolution.

**Salesforce System Administrator**

Transcend Insights (Electronic Medical Records Integration Software) — Campbell, California

November 2015 — April 2019

Salesforce Administrator for 250+ user or supporting 6 departments.

* Worked with VP of Sales to re-engineer business process: completed over 300 configurations, custom objects, apps, and automation using workflows, Process Builder and Flow.
* Built customer survey tracking integrated with Qualtrics to calculate Customer Satisfaction (CSAT) and Net Promoter Scores (NPS) used to attain TSIA certification and awards.
* Built custom IT Asset management app to track over 500 computers and other components at customer locations valued at over $1M. Improved accountability; identified 30+ missing assets.
* Implemented Live Agent chat functionality in a successful pilot.
* Implemented integration between Salesforce and Jira Issue management system, providing coordination between support and development teams and data syncing.
* Integrated Salesforce with Clarizen, Jira, Pardot, Qualtrics, and Definitive Healthcare.
* Designed, built and deployed Experience Cloud (Community) pilot for over 2,000 customers.
* Pardot Administrator, creating campaigns, maintaining data quality and Salesforce integration.

**Salesforce System Administrator**

SDI Presence (Technology Consulting Firm) — Chicago, IL

July 2008 — July 2015

Salesforce Administrator for 150+ user Salesforce org supporting Marketing and Sales.

* As SDI grew and acquired two other companies, worked with VP of Sales to re-engineer sales processes and merge 2 Salesforce orgs to streamline Sales process.
* Built over 200 configurations, including workflows, approval processes, custom fields custom objects, email alerts, reports and dashboards.
* Daily administration, user training and support, custom reports and dashboards.
* Worked with vendor on implementation of Salesforce.

**Skills and Certifications**

* 5 Salesforce certifications: Salesforce Certified Administrator, Salesforce Certified Advanced Administrator, Salesforce Certified Platform App Builder, Salesforce Certified Sales Cloud. Consultant, and Salesforce Certified Service Cloud Consultant.
* Deep experience in the Salesforce ecosystem, including implementation, Sales Cloud, Service Cloud, Knowledge, Experience Cloud (Communities), Live Agent, Lightning migration and CPQ.
* Daily administration, including managing user profiles and roles, security settings, sharing rules, page layouts, record types, advanced formulas, validation rules, reports and dashboards. Perform regular org maintenance: security reviews, critical updates, Health Check & Optimizer.
* Excellent communication and interpersonal skills allow me to collaborate with cross-functional teams, including developers, business analysts, and executives. Articulate complex concepts in a clear and concise manner. Excellent writing skills creating documents and presentations.
* Strong analytical and problem-solving skills translate business requirements into Salesforce solutions. Work with stakeholders to gather requirements and recommend solutions.
* Highly experienced in declarative automation tools including Workflows, Process Builder and Flows. Basic understanding of Apex, triggers, SOQL and Visualforce pages.
* Experienced in email-to-case, web-to-case, skills-based routing and queue-based routing.
* Proactively manage data quality and data governance, including data cleansing, data import/export using Data Loader, duplicate detection and mitigation.
* Train and support end users, troubleshoot user issues, provide guidance, and create documentation and training materials.
* Experience integrating Salesforce with Clarizen, Jira, Pardot, Definitive Healthcare, and Qualtrics. Minor experience with Informatica and basic understanding of REST and SOAP.
* Install, configure, and manage App Exchange apps, including Rollup Helper, MapAnything, Conga Composer Adobe Sign, Distribution Engine, OrgChart Plus and Field Trip.
* Experienced Project Manager for IT projects, including Salesforce and other technologies.
* Collaboration tools: Zoom, Teams, Webex, Confluence, Wrike, TeamWork, Smartsheet, Slack, Monday and others.
* Extensive experience with MS Office: Word, Excel, PowerPoint, Project, Access.

**Education**

University of Illinois School of Engineering—Chicago, Illinois