RJ PALOMBO

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SALESFORCE.COM SOLUTIONS ARCHITECT

Significant experience in the architecture, development & integration of enterprise level applications, expert level technical translation/communication skills, and the mentor, coach & management of high performing development teams.

CAREER HIGHLIGHTS

- *Served as the technical lead for the enterprise Salesforce implementation that consolidated and standardized over two-dozen siloed CRM systems into one Instance. Saved cost of duplicate licensing across the organization while combining sales efforts into one source of truth while ensuring business units maintained required functions from previous systems.*

- *Developed Salesforce replication service which aids the data sourcing for Master Data Management, feeds corporate and group level BI teams and acts as a 3rd layer of data storage for disaster recovery by housing all hosted data on-premise.*

- *Designed automated sales integration allowing groups to easily create, close and report sales efforts while ensuring management has the most accurate and timely data needed to make decisions.*

- *Developed Force.com security module allowing the complex sharing of records to multiple owners across various Salesforce objects.*

- *Successfully led and rolled out Agile Scrum with supporting tools to the Salesforce technical project team which included a new suite of DevOps solutions to manage projects/issues, version control and continuous integration.*

SUMMARY OF QUALIFICATIONS

- *Over 16 years of experience in application design, development, testing, debugging, implementation and integration with over 6 years specific to the Force.com platform.*

- *Certified Salesforce.com Advanced Developer (501) with extensive background in the architecture and development of applications on Salesforce's Force.com platform.*

- *In-depth background analyzing business requirements and recommending appropriate technologies while conveying them in an easy to digest manner.*

- *Well-versed in technical design and specifications.*

- *Extensive expertise in data migration and systems integration using ESB/ETL tools as well as custom developed solutions to invoke and consume web services, data connectors and other I/O domains.*

- *Expert project management with a deep understanding of software development life cycle, development processes, methodologies and system governance.*

- *Adept problem solving, strict attention to detail with passion to keep abreast with emerging technologies.*

SKILLS PROFILE

Application Development Tools/Utilities:	*Eclipse, Visual Studio, Visual Studio Code, Xcode, Notepad++, TextWrangler, Atom, Salesforce Developer Console, Git, SourceTree, Force.com CLI*
Databases:	*MS SQL, MySQL, PostgreSQL, MongoDB, Oracle, Database.com*
Office/PM Tools:	*MS Office/Visio, Adobe Creative Suite, Atlassian: Jira, Confluence, Stash, Crowd and Bamboo*
Operating Systems:	*Mac OS, Windows, Linux*
Methodologies / Techniques:	*Agile (SCRUM/XP), TDD, Imperative, Object Oriented, Functional, Responsive Design*
Programming/Scripting Languages:	*APEX, VisualForce, SQL, SOQL, SOSL, Java, GO, Swift, Objective-C, Scala, Javascript, XML, JSON, XHTML/HTML5, CSS, C, ASP, ASP.Net, C#, Python, PHP, VBScript, VB*
Other:	*Salesforce.com, DataLoader, LexiLoader, Talend, Actian-Pervasive DataConnect, MuleSoft, Crystal Reports, VMWare, VirtualBox, Vagrant, Wordpress, Google Apps*

R J P A L O M B O

PROFESSIONAL EXPERIENCE

Fiserv, Inc.   **2008 – Present**

Fiserv, Inc. (FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry.

Senior Developer / Solutions Architect - 2010 – Present

- *Served as the technical lead for the enterprise Salesforce implementation that consolidated and standardized over two-dozen siloed CRM systems into one Instance. Saved cost of duplicate licensing across the organization while combining sales efforts into one source of truth while ensuring business units maintained required functions from previous systems.*

- *Developed Force.com security module allowing the complex sharing of records to multiple owners across various Salesforce objects.*

- *Successfully led and rolled out Agile Scrum to the Salesforce technical project team including the creation of a new force.com project management application leading to quicker-to-market solutions.*

- *Developed Salesforce replication service which aids the data sourcing for Master Data Management, feeds corporate and group level BI teams and acts as a 3rd layer of data storage for disaster recovery by housing all hosted data on-premise.*

- *Designed automated sales integration allowing groups to easily create, close and report sales efforts while ensuring management has the most accurate and timely data needed to make decisions.*

Responsibilities

Project lead for all system integration and development efforts encompassing the enterprise CRM system and its modules with in, lead in data migration/integration efforts and team lead for onshore and offshore development groups.

Developer - 2008 – 2010

- *Saved Fiserv 50% annually in shipping/electronic media costs by developing an electronic file delivery system for over 500 SalesLogix remote SQL databases.*

- *Conducted group, 1:1 and web trainings for business units across the county.*

- *Integrated business unit specific systems to allow on-boarded business units to maintain downstream processes*

Responsibilities

Development, production deployment, administration, support & maintenance of the CRM system; analytics; 1:1 as well as group training sessions, training material creation and on-going user guide enrichment.

Pure Postcards, Inc.   **2002 – 2008**

Pure Postcards is one of America's leading postcard marketing sources offering full marketing campaigns, design services, printing, shipping and mailing services to businesses around the nation.

Network Administrator/Developer

- *Increased productivity by implementing custom sales engine vs. spreadsheet recorded sales.*
- *Recovered dead leads from email campaign generations.*
- *Developed automated parcel tracking system.*
- *Integrated company website with CRM allowing real-time pricing on products and provided customer's portal access.*
- *Built all location networks from ground up.*

Responsibilities

Maintain network; domain, file, database & email servers, workstations; application development; maintenance of company websites; SalesLogix system customization; report generation; end user support; group & 1:1 training, large-scale email campaigns.

R J P A L O M B O

Independent Consultant
1998 – 2002

- *Setup small business networks*
- *Diagnose/repair workstations & servers (PC/Apple)*
- *Website design & development*
- *Webserver setup (IIS/Apache/Tomcat)*
- *Software installation, training and documentation*

PROFESSIONAL TRAINING/CERTIFICATION

- *Salesforce.com Developer 401 Certification #627909*
- *Salesforce Certified Platform Developer I*
- *Salesforce Certified Platform Developer II (Old Advanced Developer 501 - #1481384)*
- *Salesforce.com Certified Administrator Class: ADM201*
- *M101J: MongoDB for Java Developers*
- *Functional Programming Principles in Scala*
- *Developing for SalesLogix v6.2 LAN Certification*
- *Developing for Sage SalesLogix Web v7.5 Certification*

EDUCATION

Tampa Technical Institute

ASSOCIATES OF SCIENCE DEGREE - 2002
PRESIDENT'S HONOR