

JESS LOPEZ

98-51 64th Avenue #7F
Rego Park, NY 11374

jess.lopez@alumni.brown.edu
401.935.8804

EDUCATION

BROWN UNIVERSITY
Providence, RI - May 2002

- Bachelor of Arts in Visual Art, focus in Multimedia Design
- Women's Ski Team Nationals Participant
- Orientation Welcoming Committee, Head of Publicity

STRATTON MOUNTAIN SCHOOL
Stratton, VT - May 1998

- Valedictorian and Founders' Award recipient at internationally renowned ski racing academy

CERTIFICATIONS

SALESFORCE CERTIFIED
DEVELOPER
August 2012

SALESFORCE CERTIFIED
ADMINISTRATOR
September 2011

EMPLOYMENT HISTORY

New York Cares, Inc. - New York, NY · 01/2014 - present
Director of Technology (formerly Director of Web Engineering)

- Lead team in charge of all technological aspects, including but not limited to on-premise and cloud-based infrastructure, business systems, web and database development, and strategic IT direction relating to the organization's mission-focused initiatives.
- Develop web and database functionality to meet business needs. Manage all aspects of outsourced work, from initial quote-gathering to project launch. Tasks include gathering requirements from all stakeholders, writing technical specs, managing budget and timelines, leading extensive quality assurance testing, and building/executing launch plan. Recent and current projects include: launching a mobile-responsive website, converting our donation management system from an antiquated on-premise system to Salesforce, and converting our financial transaction processing system to a more affordable and developer-friendly solution.

WebMD - New York, NY · 05/2011 - 01/2014
Sales System Administrator

- Developed Apex (triggers, classes, controllers) and Visualforce pages to meet business needs. Supervised external vendor when projects were outsourced and translated business needs to technical specifications.
- Architected, developed, tested, demoed, and documented custom Salesforce.com solutions related to Sales, Marketing, Finance, and Revenue Operations.
- Led new sales rep trainings on Salesforce.com fundamentals and customizations related to the WebMD sales process. Supported over 450 users across multiple departments on day-to-day issues with Salesforce data and functionality, including sales credit and commission reconciliation.

New York Cares, Inc. - New York, NY · 02/2008 - 05/2011
Business Application Development Officer (formerly Technology Development Manager)

- Developed custom Salesforce modules, Apex Classes, Triggers, and Workflow to meet business requirements. Provided day-to-day administration of Salesforce, including User/Role setup and permissions, custom field creation, custom report type setup, dashboard development, data cleansing, and data import. Assisted with initial migration from a set of 47 relational FileMaker databases to Salesforce.
- Developed and maintained hundreds of client-facing and internal pages on newyorkcares.org (a PHP / Salesforce Web Services API Integration, which averages 45,000 API calls per day). Developed PHP web applications interacting with other dynamic sources including FileMaker, MySQL, and XML.
- Developed custom solutions (database, web, and Excel) and provided training, allowing staff to analyze data across multiple sources more effectively. Analyzed and reported on volunteer actions as they related to current campaigns and steered future endeavors.

References available upon request

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EMPLOYMENT HISTORY (continued)

New York Cares, Inc. - New York, NY · 09/2005 - 02/2008

Online Marketing Manager

- Managed schedule and process for award-winning Web site and online newsletters' content management and development. Analyzed the effectiveness of campaigns as they correlated to online marketing statistics.
- Implemented online marketing initiatives ranging from blogs, banner ads, and social networking to branded slideshows and video campaigns on display in taxis and elevators.

Brown University - Providence, RI · 06/2002 - 08/2005

Help Desk Specialist / Service on Site Manager

- Provided technical support via phone and on-site service to faculty, staff, and students. Administered training on a variety of Mac OS troubleshooting topics and created detailed documentation for help desk professional and student staff.
- Managed team of 60 student consultants and supervised 3 student managers. Coordinated 40 on-site student appointments per week and supplied technical research and tools for each consulting team assigned to an appointment.

TECHNICAL SKILLS	PROGRAMMING: Proficient in PHP, APEX, HTML, VisualForce, XML, CSS, Javascript, Flash Actionscript, Java. Familiarity with AJAX, ASP, Adobe Flex.	SERVERS: Apache (running on Mac and Linux), IIS; Exchange; Proficient with on-site server solutions and hosted solutions.	ADDITIONAL SOFTWARE: Flash, BBEdit, Eclipse, Dreamweaver, iMovie, iDVD, Microsoft Office, Automator
	DATABASES/PLATFORMS: Salesforce, FileMaker, MySQL, Drupal, Kintera/Blackbaud, Constant Contact, Heroku, Wordpress	GRAPHIC DESIGN: Proficient in Photoshop and Illustrator; Familiarity with InDesign and Quark.	HARDWARE AND O.S.: Mac OS 10.x, 10.x Server; Windows 7/XP; Basic Unix; Smartphone setup; Printer/Scanner setup and troubleshooting

RECENT TRAINING

BUILDING APPLICATIONS WITH FORCE.COM AND VISUALFORCE
2012

SALESFORCE APEX & VISUALFORCE CONTROLLERS
2010

SALESFORCE INTEGRATIONS
2010

SALESFORCE ADMIN ESSENTIALS
2010

JAVA SCJP BOOTCAMP
2010

ADVANCED WEB DEVELOPMENT (ZEND PHP, MySQL, AJAX)
2009

I have attended training sessions at the 2012-14 Dreamforce Conferences, along with training sessions at New York-based events. I am also a member of the NYC Salesforce Developer and Nonprofit User Groups.

References available upon request