JASON MALAN

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Experienced and accomplished Salesforce developer with a strong understanding of customer relationship management. Skilled in developing and explaining complex data systems to a variety of audiences. Fluent in Spanish and English with over seven years of experience in working in multicultural environments.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SOFTWARE

Florida Institute Of Technology, Melbourne, FL
September 2007 - June 2011

MASTER OF INFORMATION TECHNOLOGY

Florida Institute Of Technology, Melbourne, FL
September 2011 - June 2013

KEY SKILLS

- Experience in Salesforce development and design
- Goal orientated
- Leadership
- Strong oral and written communication

CERTIFICATIONS

- Salesforce.com Certified Advanced Developer 2017

PROFESSIONAL EXPERIENCE

SALESFORCE DEVELOPER

Tech International, Orlando, FL
November 2017 - Present

- Develop data flow diagrams and process diagrams to improve the understanding of technical systems.
- Conduct regular brainstorming sessions with the team to generate software improvement ideas. This system contributed to a 30% increase in teamwork satisfaction.
- Research, design, and implement new software applications to improve work efficiency.

SALESFORCE DEVELOPER

ABC Technical, Orlando, FL
July 2013 - November 2017

- Gathered data on software development issues and implemented improvement recommendations.
- Designed and implemented a new software system that decreased bottlenecks and increased work productivity by 27%.
- Tested troubleshooting methods and devised innovative solutions for use by the support team.
- Met with the customer operations manager on a regular basis to identify potential issues for improvement.