



Tyler Prosper

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Dear Hiring Manager(s) and whomever else it may concern:

I am a CRM and Revenue Operations professional with over a decade of experience operating at the nexus of CRM architecture, GTM strategy, and data engineering at industry-leading companies in New York, Los Angeles, San Francisco, and Menlo Park. Throughout my career, I have developed a comprehensive skill set in technical and logistical problem-solving and high-level operational strategy, and I have maintained a consistent track record of delivering value and effecting meaningful, measurable growth by diligently applying these core skills and expertise.

My Salesforce expertise spans the full platform, including Sales Cloud, Service Cloud, Marketing Cloud, Experience Cloud, CPQ, Pardot, etc. I have coordinated hundreds of sprints across organizations ranging from global media conglomerates to rapidly-scaling enterprise software companies—leading numerous end-to-end implementations involving cross-departmental coordination (i.e., aligning with stakeholders, establishing and refining requirements, developing use cases, building/optimizing features to meet specifications, managing user acceptance testing and QA processes, authoring documentation, coordinating change management and release-related internal communications, deploying release items to production environments, and providing user support and leading live trainings to drive adoption of new features). I've led numerous complex platform integrations, built out and optimized complex automations, written Apex triggers, developed Lightning Web Components, designed Service Cloud entitlement and case management systems, architected CPQ configurations, and developed complex reporting methodologies. I possess a thorough understanding of data management: having designed and executed large-scale account data ingestion workflows, performed end-to-end customer and account data enrichment, managed parent-child account hierarchy verification and subsidiary relationship mapping, and led data quality and governance operations that standardized processes across global teams. I've formulated and applied systematic approaches to data management, record correction, merge & de-duplication, and reconciliation across both integrated and unintegrated platforms. Using complex database queries, custom dashboards and data visualization, operational analytics, territory and quota visualizations, and executive-facing reports, I've built reporting and analytics infrastructure to turn data into an actionable resource, directly informing leadership decisions at scale.

Most recently, at Snowflake, I operated as a Sales Operations Analyst. I built out a global account territory and AE ownership mapping methodology that was adopted across the Revenue Operations vertical, optimizing the ingestion of tens of thousands of accounts into Salesforce and Pigment. I advanced that methodology to near-full automation with advanced SQL queries authored entirely within Snowflake's internal data platform Snowhouse—replacing a manual, non-standardized process that had become a significant bottleneck in the account ingestion process. I also administered the account ingestion process itself, both ad hoc and bulk account creation across the AMER, EMEA, LATAM, and APAC regions. Additionally, I leveraged Snowflake's GPU infrastructure and other AI/LLM platforms to perform large-scale account enrichment, as well as having built out custom, internal AI chatbots to centralize team knowledge and accelerate operational workflows.

On the marketing and demand generation side, I have developed and executed B2B and B2C campaigns end-to-end: implementing advanced Pardot automations for lead scoring and conversion, designing customer-facing web experiences, Experience Sites, and chatbots (driving a 25% increase in customer satisfaction and a 15%+ lift in lead creation rates within a single quarter at Cast & Crew LLC). My comprehensive understanding of the lead lifecycle—from data capture and scoring through to conversion and closed-won optimization—has enabled me to configure systems to support marketing and sales strategy and drive the acquisition of new business.

Overall, what makes me a valuable asset is my ability to learn, adapt to, and apply new concepts—as well as my ability to solve complex problems. I consider myself to be not just an administrator, an analyst, or a developer, but also an independent learner and a creator of effective solutions; my ability to productively navigate the delta between a business's needs and effective management and development of platform/data solutions has set me apart as a team member throughout my career.

I am seeking a role where technical depth, strategy, collaboration, and creative thinking are valued, and where the work I do has a meaningful, visible impact on the business. I would be happy to discuss how my experience aligns with your team's needs.

Regards,

Tyler Prosper

Experience (Outline)

Snowflake

Sales Operations Analyst
San Francisco, CA

Feb. 2025 - Feb. 2026 (1 yr)

Formidable Marketing

Senior CRM Analyst
San Francisco, CA

Aug. 2023 - Aug. 2024 (1 yr)

Cast & Crew LLC

Senior Salesforce Administrator
Los Angeles, CA

Dec. 2021 - Apr. 2023 (1 yr 5 mos)

Heraldist

Salesforce Analyst, Marketing
San Francisco, CA

Oct. 2019 - Dec. 2021 (2 yrs 3 mos)

Vice Media LLC

Salesforce Administrator
New York, NY

Mar. 2017 - Aug. 2019 (2 yrs 5 mos)

Web Development | IT Consulting

Web Developer | IT Consultant
New York, NY

Jan. 2015 - Mar. 2017 (2 yrs 3 mos)

YMCA of San Francisco

Membership Services
San Francisco, CA

Jun. 2008 - Oct. 2010 (2 yrs 4 mos)

Education

City University of New York (CUNY)

Computer Information Systems (4.0 GPA)
New York, NY

Ruth Asawa School of the Arts (SOTA)

Fine Art
San Francisco, CA

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Experience (Detailed)

Snowflake

Sales Operations Analyst

San Francisco, CA

Reason for Leaving: Completed Contract

Feb. 2025 - Present (1 yr)

Global Account Ingestion & Account Data Management:

- Optimized the account ingestion process by architecting a streamlined data mapping and enrichment methodology which was implemented and ultimately adopted globally across the Revenue Operations vertical. The data from prospective accounts was analyzed prior to ingestion and those accounts were checked against the existing account table in SFDC—and also corroborated against third-party databases—to ensure that any existing hierarchical (parent-child) relationships between accounts were identified and accurately maintained. The methodology utilized key account data (e.g., geographic location, market segment, industry, employee count, revenue, etc.) as criteria to ascertain crucial account details, such as: identifying the proper sales territory, assigning ownership to the appropriate account executive, flagging any missing or incorrect field data, populating custom account fields for triaging/queues/reporting/lists/analysis purposes, etc. I met with stakeholders to gather requirements, designed, built, tested (including QA and UAT), and deploy the mapping methodology from the ground up, directly enabling the ingestion of tens of thousands of viable accounts into Salesforce and Pigment (Pigment being Snowflake's source of truth for customer/ account data).
- Implemented a multi-tiered account hierarchy framework with region-specific sales territory assignment logic.
- Replaced a previously ad hoc, manual, non-standardized process for account ingestion across all regions—which leadership had previously assessed to be impractical to revamp—optimizing the ad hoc account ingestion process with a custom GPU-enabled account-finder system which queried an array of third-party account databases, as well as our own account database in SFDC. This enabled ad-hoc account creation to occur at a rate, and with a level of efficiency that was previously infeasible.
- Advanced the account enrichment methodology (which I developed and implemented) to near-full automation by compiling account assignment mapping tables for all regions directly into Snowhouse (Snowflake's internal data platform), enabling the entire territory assignment workflow to be executed via advanced SQL queries entirely within the Snowhouse environment.

Data Engineering, AI & Advanced Analytics:

- Authored and executed advanced SQL queries in Snowhouse for data analysis, account ingestion, and operational reporting—generating structured datasets and exporting results as CSVs for downstream use across multiple workflows.
- Built a custom internal-facing LLM chatbot in Gemini—leveraging NotebookLM and additional AI tools—by collecting, compiling, and structuring meeting transcripts, SOP documentation, and SQL-generated data tables into a comprehensive, queryable knowledge base for the team.
- Performed large-scale account enrichment using Snowflake's proprietary GPU infrastructure and cloud-based LLM tools, as well as D&B Hoovers / Dun & Bradstreet, ZoomInfo, and other third-party data sources; developed Tableau dashboards and data visualizations to support quota and territory operations and leadership reporting.

Account Data Management & Data Quality Operations:

- Managed end-to-end account data operations—ingestion, enrichment, hierarchy verification, parent-child and subsidiary relationship mapping, and data cleaning across Salesforce and Pigment; authored comprehensive SOP documentation covering Account Data Management, Account Creation Requests, and Account Ingestion processes.
- Planned, organized, and oversaw the migration and centralization of account ingestion processes from AMER and other regional teams to the Data Quality team (overseas/India)—coordinating cross-functional alignment to standardize and scale global account operations.
- Scheduled and led a series of live training sessions with Data Quality team stakeholders across global regions; authored tailored SOP documentation supporting the account creation and ingestion process migration for regional adoption and long-term continuity.

Formidable Marketing**Aug. 2023 - Aug. 2024 (1 yr)***Senior CRM Analyst*

San Francisco, CA

Reason for leaving: Completed contract

Product/App/Technology Research and Recommendation:

- Conducted comprehensive research and testing to evaluate and recommend products and solutions for business needs.
- Collaborated with stakeholders and executives to gather requirements and prescribe suitable products, solutions, and processes.
- Interfaced with third-party vendors and built strong relationships to facilitate product purchases and contractor hiring.

Marketing Campaign Development:

- Strategized with stakeholders to define campaign requirements and develop effective marketing strategies.
- Implemented advanced automations in Pardot to assign accurate lead scores and optimize lead/customer data capture.
- Designed and executed engaging email templates, customer-facing forms, web experiences, Experience Sites, and chatbots to enhance data capture.

Development and Release Management:

- Coordinated the development and sprint release cycles, managing configuration, deployment of new features, optimizations, and updates.
- Successfully managed weekly, bi-weekly, and monthly releases, overseeing all aspects of release/change management communication.
- Maintained and updated documentation to support the user base and drive adoption of new features.

Salesforce Implementation and Integration:

- Led the successful roll-out of Salesforce Sales Cloud, Service Cloud, and Marketing Cloud, ensuring smooth implementation and integration.
- Managed the integration of various SFDC products and third-party applications, including Salesforce CPQ, Pardot, Jira, Confluence, Hubspot, Gong, Slack, Tableau, Einstein, Cloudingo, and Conga.

Salesforce Configuration and Optimization:

- Configured and optimized Salesforce orgs for B2B marketing, Sales Operations processes, and customer-facing tools, including apps, sites, chatbots, and live support.
- Analyzed current processes, systems, and business practices and identified opportunities for improvement or optimization
- Optimized Sales Cloud and Opportunity pipeline for lead generation, lead conversion, and increasing the percentage of closed/won opportunities.
- Configured Salesforce CPQ and Marketing Cloud to meet dynamic business requirements and ensure accessible campaign metrics.
- Worked closely with stakeholders to gather requirements for Pardot implementation and configuration.
- Developed and configured Service Cloud, including Case Management and customer-facing assets with extensive Flow automations, approvals systems, entitlements, and custom code.

Developed and Maintained Documentation:

- Consistently developed and updated documentation for all new and existing features and solutions
- Created team-specific or department-specific user-facing documentation to help drive adoption of platform features and facilitate the onboarding process for new users

Cast & Crew LLC

Senior Salesforce Administrator

Los Angeles, CA

Reason for leaving: Accepted job offer

Dec. 2021 - Apr. 2023 (1 yr 5 mos)

Customer-Facing Web and Email Experiences:

- Designed and implemented customer-facing web pages, email templates, forms, and chatbots, enhancing lead data capture and customer retention.
- Achieved a 25% increase in customer satisfaction within the first quarter through optimized web experiences.
- Boosted lead creation rates by 15%+ within the initial quarter as Senior Administrator through effective email list management.

Sprint Release Coordination:

- Managed a high volume of sprint release cycles, gathering requirements, developing use cases, and coordinating across various projects and initiatives.
- Led weekly stakeholder meetings to present and demo release items, provide updates on platform status, and facilitate feedback.
- Ensured effective release/change management communication with detailed pre- and post-release summaries.

Custom Solutions and Feature Development:

- Built and optimized custom solutions including Flow automations, Apex code, Visualforce pages, and Lightning components.
- Developed a complex algorithm using Apex/SOQL for prioritizing support requests, enhancing support efficiency and fairness.
- Created a custom Record Page using Visualforce to track and display key organizational metrics, integrated with a comprehensive reporting and alert system.

Salesforce Configuration and Integration:

- Strategized and executed the implementation and integration of Salesforce Sales Cloud, Service Cloud, Marketing Cloud, and various third-party applications (e.g., Salesforce CPQ, Pardot, Jira, HubSpot, Asana, Okta, Conga, Jira, Zendesk).
- Configured Salesforce environments for B2B marketing, Sales Operations, and customer-facing operations, including complex Flow automations, custom code solutions, web experiences.

User and System Management, Triage, and Support:

- Administered day-to-day support for a global user base of nearly 400, including user setup, live training, and ad hoc issue resolution.
- Developed and maintained comprehensive documentation and training materials for company-specific Salesforce processes.

Large-Scale Initiatives and Migration Projects:

- Addressed technical debt and migrated automations from Process Builder to Flow.
- Managed data migration projects, including transitioning data storage from Salesforce to Amazon Cloud Storage.
- Led the development of a customer-facing Experience Site and integrated chatbots.

Product/App/Technology Research and Recommendation:

- Researched, tested, and implemented a variety of apps/products (e.g., Conga Billing, Cloudingo, Workday) based on business requirements.
- Built relationships with vendors and coordinated product acquisitions and contractor hiring.

Communication and Onboarding:

- Managed all Salesforce-related communication with users, stakeholders, and the broader company.
- Oversaw the onboarding of new users in Salesforce and Okta, ensuring a smooth integration and training process.

Platform Security, Standards, and Best Practices:

- Ensured that the platform adhered to current business/industry security standards and best practices
- Monitored SFDC annual releases and product updates
- Identified and communicated areas of concern or interest on the platform

Reporting, Metrics, and Analytics:

- Tracked and communicated platform metrics on a daily basis via a custom solution that I designed and built using Apex/Visualforce: I built a custom VFP that parsed essential platform metrics and created a daily record on a custom object. This allowed me to track, report, and share platform metrics over time and identify platform usage trends
- Provided metrics, data analytics, and data visualizations via Reports and Dashboards to inform critical business decisions
- Simplified and streamlined Reporting and consistently analyzed and cleaned underlying platform data (via record de-duplication, data correction, adding missing data, reconciling discrepancies, etc.) to ensure accuracy of data across the platform and the business' systems

Technical Proficiencies:

- Flow Builder, Process Builder, SQL, Visualforce, Apex, JavaScript, and custom validation/formula development.
- Sales Cloud, Service Cloud, and Marketing Cloud rollout, optimization, and maintenance
- Pardot, Email Campaigns, Email Templates, Automation, Lead Score Assignment, Customer-facing forms/web pages for data capture, Progressive Profiling, creating Dynamic Content

- Report/Dashboard requirement gathering, building, and training/demonstration/presentation.
- Excel (Microsoft 365), Visio, Photoshop (Adobe Creative Suite), Jira, Confluence, Hubspot, Asana
- Web development/building and optimizing web pages/data and server management with Javascript, HTML, and CSS

Heraldist**Oct. 2019 - Dec. 2021 (2 yrs 3 mos)***Salesforce Analyst, Marketing*

San Francisco, CA

Reason for leaving: Accepted job offer

Stakeholder Collaboration and Solution Implementation:

- Partnered with business stakeholders to identify needs and recommend effective Salesforce solutions.
- Coordinated post-rollout configuration and optimization of the Salesforce org.
- Gathered and reviewed requirements to determine the feasibility and potential impact of a given feature request—recommending/prescribing alternative or optimized solutions when necessary

Digital Marketing Optimization:

- Worked with Digital Marketing teams to enhance lead generation through email and web channels using Pardot.

Salesforce and Pardot Configuration:

- Configured Salesforce and Pardot to align with business requirements, optimizing the instance for B2B marketing automation.

Data Management and Reporting:

- Managed data integrity through cleaning, bulk inserts, and updates.
- Developed and maintained comprehensive reports and dashboards to support business insights.

User Onboarding and Training:

- Oversaw the onboarding of users and teams into Salesforce, including migration of existing processes and data.
- Gathered requirements and built use cases to tailor Salesforce solutions for different departments.

Customer-Facing Solutions:

- Designed and developed customer-facing landing pages and Experience Sites to support brand identity and data capture.
- Built automated forms and integrated data into Salesforce for streamlined lead and customer management.

Cloud Configuration and Development:

- Configured and developed solutions across Sales Cloud, Service Cloud, and Marketing Cloud to meet business needs.

Day-to-day Platform Management:

- Tracked vital platform metrics

- Ran adoption Reports and Dashboards
- Tracked platform usage limits and user license counts/availability
- Set-up and activated new user records and offered org-specific orientation/training materials to new users
- Deactivated inactive user accounts
- Triageed and responded to incoming and in-progress support requests and feature requests

Vice Media LLC**Mar. 2017 - Aug. 2019 (2 yrs 5 mos)***Salesforce Administrator*

New York, NY

Reason for leaving: Moved to San Francisco

Global Salesforce Administration:

- Sole Salesforce Administrator for a global user base of 550+ across North America, EMEA, LATAM, and APAC.
- Supported a major international media corporation with a rapidly growing, complex Salesforce org.

SFDC Rollout and Migration:

- Led the company-wide transition from a proprietary, Excel-based CRM to Salesforce.
- Migrated processes and data to a Salesforce instance tailored to the diverse needs of a global media conglomerate.

Sales Cloud and Salesforce CPQ Implementation:

- Focused on sales, lead generation, and Opportunity pipeline in Sales Cloud.
- Collaborated with Sales Ops and Finance to implement and configure Salesforce CPQ, enabling dynamic pricing and sales flexibility.
- Implemented a robust approval system to ensure that Sales/Sales Ops had flexibility without sacrificing accountability

Stakeholder Collaboration and Adoption:

- Engaged with engineering, business units, and team members to gather requirements, implement solutions, and drive adoption.
- Conducted daily meetings with stakeholders across multiple departments/business units to discuss new ideas, test features, and strategize long-term goals.
- Identified and maintained relationships with stakeholders across the entire business

Cross-Departmental Coordination and Collaboration:

- Worked closely with stakeholders across numerous departments (including Sales Ops, Finance, Accounting, IT/Information Systems, HR, Marketing, S&P, Legal, etc.) to coordinate, strategize, test, and deploy a wide array of features and solutions.

App Integration and Coordination:

- Managed large-scale integrations with third-party apps, including Netsuite and Workday.
- Coordinated with HR, Finance, and Accounting to gather requirements, evaluate solutions, and recommend integrations.
- Coordinated large-scale data migration

Feature Development and Support:

- Compiled user feedback and formulated use cases for new features.
- Configured Atlassian Jira as a support helpdesk and Confluence for project management.
- Managed the sprint release lifecycle, from feature development to deployment.

Helpdesk Management:

- Single-handedly managed the Salesforce Support Helpdesk for a global, company-wide user base.
- Provided timely support, adhering to a 24-hour SLA, and addressed issues ranging from user access to platform problems.

Data and Metadata Management:

- Oversaw data maintenance, including object-level and record-level updates, bulk operations, and data cleaning.
- Implemented data validation and automation updates to resolve issues and maintain data integrity.
- Tracked, analyzed, and interpreted data to inform stakeholders and guide business decisions

Documentation, Compliance, and Training:

- Authored and maintained comprehensive documentation and training materials.
- Developed an internal website with a detailed library of Salesforce-related documentation for user access.

Onboarding and Reporting:

- Managed onboarding of new hires into Salesforce and Okta.
- Built and maintained custom reports and dashboards, addressing complex requirements.

Communication and Status Updates:

- Provided regular status updates on ongoing projects and issues.
- Managed Salesforce-related communications with stakeholders and the global user base.

Role Hierarchy / Profile Creation and Management:

- Identified and met with stakeholders when onboarding new teams to establish and implement Role hierarchies and Profile assignment
- Ensured Roles and Profiles remained up-to-date and reflected the needs of onboarded teams, which in turn ensured approval and accountability features remained optimally functional

Web Development | IT Consulting

Web Developer | IT Consultant

New York, NY

Reason for leaving: Accepted job offer

Jan. 2015 - Mar. 2017 (2 yrs 3 mos)

Full-Stack Development:

- Performed site configurations, module updates, bug fixes, and both front-end and back-end development across multiple projects.
- Utilized JavaScript (Node.js, AngularJS) for client-side and server-side development, supporting clients in digital marketing and real estate sectors.
- Set up, configured, and managed cloud servers for commercial databases.

IT Hardware Solutions:

- Planned, researched, and recommended IT hardware solutions for commercial and office spaces.
- Installed and configured hardware to meet business needs and optimize performance.

Salesforce Administration and Development:

- Administered and developed Salesforce.com, including data migration from third-party servers to Salesforce.
- Configured Sales Cloud, managed initial team onboarding and user provisioning, and implemented automations, validations, and data migration.

Feature Development and Client Collaboration:

- Developed, implemented, and tested new features in collaboration with clients.
- Gathered requirements, brainstormed solutions, and demonstrated features and updates to clients.

Graphic and Media Design:

- Designed and prepared graphic, video, photo, and media content for web publishing.
- Developed logos, graphics, brand themes, and style guides.
- Demonstrated proficiency in Adobe Creative Suite (Photoshop, Illustrator, After Effects) as a graphic designer, illustrator, and artist.

YMCA of San Francisco**Jun. 2008 - Oct. 2010 (2 yrs 4 mos)***Membership Services*

San Francisco, CA

Reason for leaving: Attended college/university

Managed Membership Sales:

- Closed multiple sales daily, consistently achieving and exceeding sales targets.

Lead Generation and Conversion:

- Interfaced with potential customers to generate and follow up on leads.
- Successfully converted leads into opportunities and closed numerous sales.

Membership Retention:

- Fostered strong relationships with members to enhance retention and satisfaction.

Billing and Customer Data Management:

- Set up and managed billing processes, ensuring accurate and timely collection of customer information.
- Maintained and updated customer data and ensured data integrity.

Education

City University of New York (CUNY)

Computer Information Systems (4.0 GPA)

New York, NY

Ruth Asawa School of the Arts (SOTA)

Fine Art

San Francisco, CA

Projects / Other Work

Art / Design / Music

Sep. 2008 - Present

New York, NY | San Francisco, CA | Portland, OR | Los Angeles, CA

- Continued work and study as an artist, musician/producer, graphic designer, and illustrator for more than 15 years.
- Developed brand logos/style guides for several businesses
- Proficient with a wide array of professional tools for graphic design, sound/audio design, music production, illustration, etc.
- Collaborated with an array of artists from numerous mediums on both short-term and long-term projects.
- Experienced as a live performer (performed music live in a number of venues across the country, including The Great American Music Hall, Slim's, Alhambra Theatre, F8, 1015 Folsom)

Skills

- Salesforce.com
- Customer Relationship Management
- Flow Builder
- Planning/Building Automations
- Quality Assurance (QA)
- Stakeholder Relationships / Stakeholder Management
- Managing Integrations (SFDC & Third-Party Applications)
- Validations/Formulas
- Entitlements
- Zendesk
- Slack
- Agile
- B2B/B2C Marketing Automation
- Salesforce Knowledge
- Gathering Requirements
- Escalation Rules/Workflows/Systems
- Clear and Confident Communication
- User Management
- Help Desk Management
- Debugging/Troubleshooting
- Acceptance Testing
- Live Training
- Researching/Evaluating New Products
- JIRA
- Milestones
- Data Management
- Tableau
- Release/Sprint Management
- Braze
- Omni-Channel Routing
- Developing/Creating Use Cases
- Approval Rules/Workflows/Systems

- Sales Cloud
 - Service Cloud
 - Marketing Cloud
 - Experience Cloud
 - Community Cloud
 - Einstein (Salesforce)
 - Data Loader
 - Macros
 - Salesforce Training
 - Familiarity with Go-To-Market Solutions
 - Messaging for Web
 - Pardot
 - SOQL
 - Salesforce CPQ / Vlocity CPQ / Oracle CPQ
 - Advanced Report Building
 - Dashboard Building
 - High Risk Releases/Updates
 - Apex
 - Visualforce
 - Project Management
 - Adobe Creative Suite
 - Photoshop
 - Illustrator
 - Premiere Pro
 - Lightroom
 - InDesign
 - Workday
 - Progressive Profiling
 - Microsoft Dynamics
 - PRD (Product Requirement Document)
 - Duplicate Management / De-duplication
 - AI (Artificial Intelligence) Tools/Products/Solutions
 - Cross-departmental Project Coordination (Finance, Accounting, Sales, Sales Ops, S&P, Marketing, etc.)
 - Sales Enablement
- Confluence
 - Atlassian Products (Various)
 - Conga Products (Various)
 - Asana
 - Security/Standards/Best Practices/Compliance
 - Hubspot
 - Bulk Data Management
 - Einstein Bots
 - Fundingo
 - Creating Documentation/Documenting Solutions
 - Email
 - Excel
 - Visual Studio
 - Visio
 - Microsoft Office
 - Javascript
 - Node.js
 - jQuery
 - React
 - AngularJS
 - Database Administration
 - HTML(5)
 - CSS(3)
 - Max/MSP/Jitter
 - Writing
 - Netsuite
 - Einstein
 - Dynamic Content
 - Sales/GTM Process Management
 - Salesforce/Platform Optimization
 - Consistently Hitting KPI Objectives
 - Omni-Channel Implementation & Management
 - GTM Strategy
 - Revenue Operations

References

References are available upon request.