JORDAN ALVAREZ

CERTIFICATIONS

Salesforce Certified Administrator

Salesforce Certified Platform Developer 1

Salesforce Certified App Builder

Salesforce Certified Service Cloud Consultant

Salesforce Certified Sharing and Visibility Architect

Salesforce Certified Data Architect

Salesforce Certified Application Architect

Copado Certified Fundamentals 1

Certified ScrumMaster (CSM)

SAFe ® Scrum Master 5.0

CONTACT

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EDUCATION

Florida Institute of Technology
Aug 2015 – Dec 2018
Bachelor of Science in Software Engineering

Palm Beach State College
Aug 2011 – May 2014
Associate in Arts

SKILLS

Salesforce Administration
90%

Agile Methodology
90%

Microsoft Office
90%

Agile Project Management – Jira
80%

Java Programming
50%

WORK EXPERIENCE

Booz Allen Hamilton – Salesforce Senior Consultant
April 2022 – Present
- Serving as Salesforce Scrum Master and Salesforce Development Team Lead
- Manage communications and relationships between project stakeholders, project management, and project teams
- Facilitating project meetings as team lead to guide the project teams to customer success and quality delivery of project solutions
- Coordinating and planning for current and future work with business users, project management, and project teams
- Contributing and participating in Salesforce project development work both declarative and programmatic

Liberty IT Solutions - Salesforce Scrum Master
September 2020 – March 2022
- Guiding the team on Agile/Scrum practices and values
- Removing impediments or guiding the team to remove impediments
- Building a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged
- Facilitating discussion, decision-making, and conflict resolution
- Assisting with internal and external communication, improving transparency, and radiating information
- Supporting and educating the Product Owner and Client, especially on grooming and maintaining the product backlog
- Providing all support to the team using a servant leadership style whenever possible and leading by example

Liberty IT Solutions - Salesforce Business Analyst
April 2020 – September 2020
- Manage relationships and communications with key stakeholders, business users, subcontractors, and project team to build trust and drive engagement
- Facilitate requirements gathering and elaboration sessions while identifying opportunities to improve customer processes and system requirements
- Continuously collaborate with the project team and customer to refine requirements to enable the development of well-architected solutions that exceed expectations
- Present the work of the team to key stakeholders including demonstrations of the product

Liberty IT Solutions - Salesforce Developer
January 2020 – April 2020
- Design, develop, test, document, and deploy high-quality business solutions on the Salesforce platform based on industry best practices as well as business needs
- Handle numerous projects/priorities using agile development methodologies and sound development practices to ensure the quality delivery of enterprise solutions
- Interface with business analysts and technical staff and be responsible for delivering complete work products
- Research and development of new Salesforce prototypes and applications

Liberty IT Solutions - Salesforce Lead Test Engineer
January 2019 – December 2019
- Review and analyze system specifications and evaluate product code according to specifications
- Collaborate with Business Analysts, Test Engineers, and Test Planners/Managers to develop effective strategies and test plans
- Execute test cases, analyze results, and create logs to document testing phases and defects
- Oversee all test events and manage multiple test events defining and staffing these test events with appropriate resources