

JORDAN ALVAREZ

CONTACT

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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

Salesforce Certified AI Associate

Copado Certified Fundamentals 1

Copado Certified Fundamentals 2

Certified ScrumMaster (CSM)

SAFe @ Scrum Master 5.0

SKILLS

Salesforce Administration and Development (Apex, Java, declarative solutions)

Salesforce Architecture & Solution Design

Agile Product Management (Jira, SAFe, Scrum)

Customer Relationship Management

Project Leadership & Stakeholder Engagement

Microsoft Office, Slack

EDUCATION

Florida Institute of Technology
Bachelor of Science in Software Engineering

Palm Beach State College
Associate in Arts

SUMMARY

Results-driven Salesforce Solutions Engineer and Technical Leader with 6+ years of progressive leadership on the Veteran Affairs Customer Experience Service Recovery Platform (VA CX SRP) program, overseeing 100+ successful releases in a mission-critical 24/7 environment with zero downtime. Expert in Salesforce architecture, Low Code/No Code design, and Agile delivery. Recognized as the primary project subject matter expert for solution design, stakeholder engagement, and large-scale platform modernization initiatives. Passionate about driving innovation and operational excellence in complex, enterprise-level Salesforce ecosystems.

WORK EXPERIENCE

Booz Allen Hamilton – Salesforce Lead Engineer | Lead Solutions Engineer

May 2023 – Present

- Lead architecture and development efforts for the VA CX SRP project, supporting a mission-critical Salesforce platform serving millions of veterans nationwide.
- Drove project planning, LOE generation, troubleshooting, release support, team management, requirement refinement, and client relations by coordinating with Project Managers, Scrum Masters, Business Analysts, and business users.
- Directed project teams by facilitating strategic planning, coordination, and execution, ensuring seamless collaboration between business users, project management, and development teams to drive successful and high-quality solution delivery.
- Defined and developed customized Salesforce solutions, including user management, security & access, custom objects, validation rules, and process automation using out of the box features such as Flows.
- Developed Apex and Lightning Web Component-based programmatic solutions and prepared technical documentation.

Booz Allen Hamilton – Salesforce Senior Consultant | Scrum Master

April 2022 – May 2023

- Served as Scrum Master and Development Lead for the VA CX SRP project, ensuring Agile best practices and efficient team operations.
- Facilitated communications between stakeholders and project teams to increase team coordination, customer success, and quality delivery of project solutions.
- Contributed to Salesforce customization, automation, and integrations.
- Coordinated and planned for current and future work with business users, project management, and project teams.

Liberty IT Solutions – Salesforce Scrum Master

September 2020 – March 2022

- Guided the VA CX SRP project team on Agile/Scrum practices and values while removing impediments using a servant leadership mentoring style whenever possible and leading by example.
- Built a trusting and safe environment where problems could be raised without fear of blame, retribution, or being judged.
- Facilitated discussion, decision-making, and conflict resolution.
- Assisted with internal and external communication, improving transparency, and radiating information.
- Supported and educated the Product Owner and Client, especially on refinement and maintenance of the product backlog.

Liberty IT Solutions – Salesforce Business Analyst

April 2020 – September 2020

- Managed relationships and communications with key stakeholders, business users, subcontractors, and project teams for the VA CX SRP project to build trust and drive engagement.
- Facilitated requirements gathering and elaboration sessions while identifying opportunities to improve customer processes and system requirements.
- Continuously collaborated with the project team and customer to refine requirements to enable the development of well-architected solutions that exceeded expectations.

Liberty IT Solutions – Salesforce Developer

January 2020 – April 2020

- Designed, developed, tested, documented, and deployed high-quality business solutions for the VA CX SRP project on the Salesforce platform based on industry best practices as well as business needs.
- Handled numerous projects/priorities using agile development methodologies and sound development practices to ensure the quality delivery of enterprise solutions.
- Interfaced with business analysts and technical staff and was responsible for delivering complete work products.
- Research and development of new Salesforce prototypes and application technologies.

Liberty IT Solutions – Salesforce Lead Test Engineer

January 2019 – December 2019

- Reviewed and analyzed system specifications of the VA CX SRP project and evaluated product code according to specifications.
- Collaborated with Business Analysts, Test Engineers, and Test Planners/Managers to develop effective strategies and test plans.
- Executed test cases, analyzed results, and created logs to document testing phases and defects.
- Oversaw and managed multiple test events by defining and staffing these test events with appropriate resources.