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SUMMARY:-

Salesforce architect and evangelist with experience spanning telecoms, life sciences, financial services, and media. Chartered Engineer and Member of the Institute Engineering of Technology.

Hands-on Salesforce technical expert (functional and development) with 18 Salesforce certifications, having delivered over 40 projects. Full project life cycle: pre-sales, demos, discovery, analysis, build & integration, testing, deployment and training.

QUALIFICATIONS:-

Salesforce: 18 certifications including - Sales Cloud, Service Cloud, Experience/Community Cloud, Marketing Cloud, Developer I, CPQ Specialist, Field Service, System Architect, Application Architect.
Project: Agile Project Management Practitioner (DSDM Atern), Prince2 Practitioner.
Professional: Chartered Engineer in membership of the Institute of Engineering and Technology.
Degree: BSc (hons) in Microelectronics and Computing (2:1). University College of Wales, Aberystwyth.

HISTORY:-

Salesforce Architect, and Co-Founder	R3 Digital	Apr 2019 - Present
Salesforce architect and co-founder of R3 Digital. Built a successful Salesforce consultancy to Silver (Ridge) partner with over 25 employees. Technical architect for project approach and delivery, stakeholder management. Key verticals: health & life sciences, telecoms, utilities and media. Tech: Sales, Service, Pardot, Marketing Cloud, CPQ, FSL, Apex, VisualForce, Aura Lightning Components, LWC, integrations.		
Salesforce Lead Consultant	CAScloud	Oct 2016 – Jan 2021
Delivering Salesforce implementations from pre-sales through discovery, analysis and build, to UAT, data migration and training. Streamlining and automating business process, with the rigour of best engineering practice. Tech: Sales, Service, Pardot, CPQ, Apex, VisualForce, Lightning Components, integrations (REST/SOAP).		
Salesforce Lead Consultant	cDecisions (now PWC)	Jul 2014 – Sep 2016
Consultant involved in full project life cycle: analysing requirements, implementing/deploying Salesforce, development. Also involved with building the business to be a 'Gold' Salesforce partner. Nurturing Salesforce relationships, pre-sales activities, presentations, demos, proposals. Tech: Sales, Service, Apex, VisualForce.		
Software Project Manager	Erlang Solutions	Oct 2013 – Jun 2014
Agile project manager. Tech: Erlang, Riak, RabbitMQ and cloud technologies.		
Customer Operations Manager	Renesas Mobile Corporation	Dec 2010 – Oct 2013
Nokia modem technology acquired by Renesas Mobile. Moved to a customer program management role delivering our 4G chipset to Samsung. Transitioned to customer operations, developing a customer service process and a CRM platform to support this. Tech: Atlassian Jira, Java, HTML/CSS.		
Software Engineer/Project Manager	Nokia UK	Nov 2000 – Nov 2010
Engaged as a TTCN-2 expert to develop protocol test systems for 3G handsets. The role developed such that I took the lead with developing TTCN-3 technology, and the team lead for the host-based protocol test system enabling stack development using continuous integration. Ultimately I became project manager responsible for the reference platform and diagnostic tools for modem licensing. Tech: TTCN-2, TTCN-3, Perl, C/C++, SQL, Linux.		
Senior Embedded Software Engineer	Ericsson Satellite Phones	Jul 1999 – Nov 2000
Senior Protocol Software Engineer	Anite Telecoms	Oct 1995 - Jul 1999
Principal Engineer	Inovex Technology Limited	Feb 1993 - Oct 1995

NATIONALITY: British and Swiss

LANGUAGES: English (native) & French (spoken).