

Seth Blair

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Qualifications

- **Process Powerhouse** I build Salesforce solutions for business processes large and small, with a focus on workflows that enhance efficiency while being easy to use.
- **Elastic Role Balancer** Skilled at managing competing priorities and tasks in ever-changing environments, I bring order and focus to fast-paced projects without compromising on results, delivering high-quality work across diverse tasks.
- **Team Cheerleader** A natural collaborator, I promote teamwork by sharing fresh ideas, providing guidance, and fostering motivation and a spirit of inclusivity and innovation.
- **Lifelong Learning Enthusiast** Passionate about learning, I actively pursue new knowledge and skills that keep me sharp and ready to tackle emerging challenges with fresh perspectives.

Technical Skills

- Salesforce Administration
- Salesforce Development
- Salesforce Flow
- Salesforce APEX
- Business Analysis
- Data Management
- Project Management
- Amazon Web Services
- Microsoft Office
- Windows Server

Experience

Salesforce Administrator - Ability Beyond (November 2021 - Present)

Promoted from a junior position, this role included completing a wide variety of projects using creative problem-solving and agile methods. I created and optimized business processes simple and complex across the organization, from administration to physical asset management transportation.

- Developed “Shifts” app to assist in filling shifts in the organization. Utilized flows, triggers, and custom objects. Integrated with the internal company app using a task-specific API. Built Activities object for reporting and tracking various actions on shifts, including splitting shifts, adding incentives, handling schedule changes, and notifying staff for urgent unfilled shifts. Result: saved time with 50% fewer manager-assigned shifts; reduced unfilled shifts by 30%
- Architected an “Inquiry & Referral” app, transitioning a paper-based process into a fully

digital system. Built detailed screen flows, matrix objects for teams and documents, flows and triggers for automations. Integrated app with document creation software for intake forms. Produced training resources for existing and new employees. Accounted for exceptions in the process, resulting in 100% of new referrals being tracked digitally.

- Developed an app to track mandatory inspections and maintenance of physical company assets. Created user-friendly screen flows for Salesforce Lightning and Salesforce Mobile to track qualitative and quantitative data. Result: 100% of inspections tracked digitally.
- Collaborated with organization leaders to complete system-wide audits of all objects, fields, reports, packages, and other Salesforce data to reduce technical debt.
- Focused on modeling reusable solution patterns using the Salesforce platform, including data structures, process logic, screen flows, triggers, and automations.

IT Specialist - Viability (October 2019 - November 2021)

I had the opportunity to fulfill multiple roles in this position while working with all levels of the organization up to and including the CEO. I developed effective solutions for complicated IT needs in project-based work. I also provided exceptional in-person and remote helpdesk support for over 500 employees in 39 human services programs across 5 states.

- Collaborated with stakeholders across the organization to develop a new revenue stream using existing company strengths and infrastructure. Presented the project in an investment competition, which led to the complete external funding of the project.
- Managed deployment of VR headsets for the first-ever state-funded virtual reality program for soft skills training at a nonprofit. Coordinated with all team members and ran training for employees on best practices using Oculus Quest 2 headsets.
- Led company-wide refresh of all user workstations, updating to Windows 10 and streamlining installation process to enhance configuration stability. Coordinated and supported teams through the upgrade process.
- Created and managed Sharepoint intranet solutions for a company-wide wiki, secure portal for the Board of Directors, and internal documentation structures.
- As the primary Windows Server Administrator, led support and troubleshooting for all employees and devices, including Citrix Cloud Desktop workspaces, VOIP systems, video meeting software, Office 365 products, and physical workstations.

Trivia Host - Bar Rated Trivia (April 2018 - Present)

A fun, fast-paced gig I love that requires me to be present and constantly think on my feet.

- Host 90-minute multimedia trivia games at various locally-owned venues in the area. Create custom playlists based on the setting and promote company news and restaurant specials in a fun, family-friendly environment.
- As Covid-19 changed how restaurants operated, continued to host exciting group events in a digital-only format while maintaining safety and engagement throughout events.
- Utilize both physical and digital methods for hosting trivia events. Coordinate with restaurant management to customize events for the best possible customer experience

and to benefit the business.

Barista Trainer - Starbucks (February 2017 - October 2019)

A rewarding job during school that honed my customer service and problem-solving skills.

- Welcomed, trained, and supported new hires in roles, policies, and store technology.
- Troubleshoot point of sale system, digital resources, and mobile applications with coworkers and customers.
- Received Partner of the Quarter award.
- Trained new and current employees for advancement in the company.

Education

Western Governors University - Bachelor's of Science in Cloud Computing (2022)

Manchester Community College - Associate of Science in Communications, Cum Laude (2019)

Certifications

Salesforce - Certified Salesforce Administrator (2024)

Amazon Web Services - AWS Certified Cloud Practitioner (2021)

Linux LPI - Linux Essentials (2021)