

# JESS YOUNG

✉ jess.young2@gmail.com

## SUMMARY

For the past 8+ years I've worked with non-profits, small businesses, and start-ups, focusing on scaling organizations through business process optimization and CRM design & implementation. I love using my analytical skills to improve the flow of data between different parts of an organization and help teams work more cohesively.

I've worked as a Salesforce consultant and as the primary architect and administrator for a 150+ user Salesforce environment, including Visualforce and Apex development. I'm also a certified Dell Boomi Professional Developer with experience building custom integrations between CRM, accounting and construction management platforms.

I care about living my life with minimal negative impact to the environment and prioritize working with mission based organizations committed to sustainability.

## KNOWLEDGE

Database Design	Process Automation
Salesforce + NPSP	API Integration
Sage Intacct	Workato
FinancialForce	Dell Boomi
Quickbooks	Quickbase
Procore	Project Management
Google Apps Script	Agile Methodology
Formassembly	Campaign Monitor
Apsona	

## EDUCATION

**Northwestern University** Evanston, USA

*Postgraduate Researcher: 2012 – 2013*

Post-graduate studies in physical chemistry. The focus of my research was understanding the reactions of organic aerosol particles in the atmosphere, and their consequences in climate change. I was a teaching assistant in an Organic Chemistry laboratory course and mentored undergraduate students pursuing careers in sciences.

**McGill University** Montreal, Canada

*B.Sc. in Chemistry, First Class Honors: 2007 – 2011*

GPA: 3.64/4.00

## WORK EXPERIENCE

**OpenTent** USA

*Senior Solutions Engineer: December 2021 - Present*

*Solutions Engineer: December 2020 – December 2021*

OpenTent is a Salesforce consulting firm that works with non-profit organizations to grow their communities and strengthen their processes. My primary role as a consultant is to implement Salesforce, Nonprofit Success Pack (NPSP) and Salesforce integration solutions using Agile methodology.

- Developing the architecture of a Salesforce + Accounting system integration to improve scalability and maintainability, while decreasing manual efforts and discrepancies in reconciliations.
- Building Google Apps Script automation to clean and transform data exports from various 3<sup>rd</sup> party donation channels to prepare for import into Salesforce, resulting in a 90% decrease of manual effort.
- Implementing and configuration of various NPSP products, such as the Program Management Module (PMM), Gift Entry, Data Importer, and Fundraising.
- Training and mentoring junior engineers in best practices and skills development.

**Bright Power, Inc.** New York, USA

*Systems and Integration Specialist: January 2019 – November 2020*

*Operations Associate: January 2017 – December 2018*

*Engineering Operations Administrator: May 2015 – December 2016*

Bright Power is an engineering consulting firm that helps buildings save energy. My primary role on the Technology Operations team is to build internal tools, systems and integrations to streamline business processes and help our employees work smarter together.

- Designed and built custom integrations for Quickbooks, Salesforce, Procore and T-Sheets, primarily using Dell Boomi, in order to ensure smooth operations and flow of data between different departments of the company.
- Managed 150+ user Salesforce environment, including driving Lightning transition, developing custom solutions in Visualforce and Apex, and implementing Salesforce Site external user portal.
- Overhauled the Accounts Receivable process to minimize manual data entry and integrate our financial data directly within our project management/CRM system, resulting in a 30% increase in collections.

**Zomato Chile, SpA.** Santiago, Chile

*Operations Manager: August 2014 – March 2015*

*Content Associate: April 2014 – August 2014*

Zomato is a website and app that helps users discover new restaurants. In Santiago, Chile we built a database of 8500+ restaurants from the ground up. As Operations Manager, I focused on growing our team and developing standardized processes.

## LANGUAGES

English	★★★★★
Spanish	★★★★
Japanese	★★
French	★