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## Jeff Susich Salesforce.com Experience

### Background

I've been in sales and marketing, engineering, operations, and contact center/customer care for startups and Fortune 500 firms. Along the way, I've used salesforce.com to manage my own, and my teams, sales and support efforts. I spent a couple years as a system administrator, configuring and using salesforce.com to manage all our company sales efforts.

I have 8 years of consulting experience, with small, medium and large firms. I have done clean slate configurations, cleanups, modifications, and rescues. I'm very experienced with mapping business needs to salesforce.com. My background allows me to translate business needs from sales, support, engineering, marketing, and customer support to salesforce.com requirements. I'm also experienced with Group, Professional, and Enterprise Editions.

Registered Salesforce.com Consulting Partner since 2011

### Certifications

- Certified System Administrator
- Certified Advanced System Administrator
- Certified Sales Cloud Consultant
- Certified Service Cloud Consultant
- Certified Platform App Builder
- Certified Developer
- Certified Instructor (I teach for salesforce.com)

### Project Experience

- Over 150 Projects
- All Editions – Group, Professional, Enterprise, Performance, Unlimited
- End to End, from initial business discussion to configuration/customization, and training
- Have trained approx. 1000 users, and 400 System Admins

### Salesforce Roles

- System Administration
- Analyst
- Developer
- Architect
- Consultant
- Trainer
- Cleanup Expert



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## **Business Experience**

- Sales
- Marketing
- Customer Support
- Contact Centers
- IT
- Startups
- Fortune 500

## **Industry Experience with Salesforce.com**

- Manufacturing
- Construction
- Technology
- Marketing
- Market Research
- Agriculture
- Grocery
- Insurance
- Publishing
- Social Media
- Banking
- Telecom
- Retail
- Real Estate
- Publishing
- Venture Capital
- Green Energy
- Utilities
- Software
- Professional Staffing
- Freelance Writing
- Business Services
- Healthcare
- Education
- Transportation
- Nonprofits
- Building Products
- Consumer Electronics/Packaged Goods
- Contact Centers
- Advertising and Media
- Government - Federal and State
- Building and Construction Management