

Dan Kurtz

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QUALIFICATIONS

17 years support experience
5 years developing and administrating web-based tools
4 years Contact Center Analyst
4 years Business Systems Analyst
4 years Product Owner/Scrum Master

SKILLS

CERTIFICATIONS

Scrum Alliance
CSPO - 2013

Salesforce

Admin - 2015
Adv Admin - 2017
App Builder - 2018
Platform Dev 1 - 2020
Service Cloud - 2020
Experience Cloud - 2023
Identity Architect - 2023

CJIS (Gov) - 2022

ENTERPRISE SOFTWARE

Salesforce Service Cloud • Coveo Cloud • Oracle RightNow • Jira • Confluence • MySQL • Informix • Cisco PCCE/UCCE • FreeIPA • FreeRadius • StrongSwan • NGINX

PRODUCTIVITY TOOLS

GSuite (Google Drive, Gmail) • Microsoft Office Suite • Access • Adobe Photoshop • Illustrator • Razer SQL • Oracle SQL Developer • Coda 2 • SublimeText 3 • LAMP/MAMP • Salesforce Workbench • ANT • Jenkins • GitHub • XCode (iOS) • VisualStudio Code • Android Studio

OPERATING SYSTEMS

Microsoft Windows • Mac OS X • RHEL • Ubuntu • iOS • Android

PROGRAMMING

Apex • Aura/LWC • Visualforce
PHP • HTML • CSS • XML • JSON
JavaScript • Python 3 • L^AT_EX
SQL • Splunk • SAML/OAuth

WHO I AM

- Lead Support Engineer specializing managing high-touch customers with an emphasis on partnership, soft skills and technical aptitude
- Business Systems Analyst with years of effective feature road map management in service of implementing requirements-driven functionality on enterprise platforms
- Hobbyist developer who is always looking for, working on, and troubleshooting through a project

EXPERIENCE

SALESFORCE | Signature Technical Engineer - Swarm Lead

August 2020 - Present | Hillsboro, OR

- Provided high-touch technical support assistance to top commercial and government Salesforce customers
- Guided team support engineers in troubleshooting approaches and acted as SME in several areas including Security, Networking, Mobile and Dev
- Regularly collaborated with product teams on investigations of customer issues, including granular troubleshooting of product source code

SALESFORCE | Signature Primary Engineer

March 2017 - August 2020 | Hillsboro, OR

- Advocated on behalf of the customer with Product and Development teams to drive valuable enhancements/fixes
- Built support relationship with customer operations teams; regularly delivered updates in weekly calls and QSRs
- Managed high-severity incidents, ensuring engagement from internal resources while keeping customer leadership informed

ADOBE | Scrum Master & Salesforce Knowledge Admin

November 2015 – March 2017 | San Jose, CA

- Launched new internal knowledge base, powered by SF Knowledge and Coveo Cloud
- Designed and launched KCS Workflow
- Supported integration of Coveo to Adobe Help pages and other consumer/enterprise products

YAHOO | Business Systems Analyst & Product Owner

August 2013 – November 2015 | Sunnyvale, CA

- Facilitated Salesforce evaluation and implementation for migration from Oracle RightNow
- Partnered with development team to enforce Agile SDLC methodology
- Partnered with Business and Technology organizations to continuously deliver CRM enhancements, including a proprietary CTI solution

YAHOO | Contact Center Operations Analyst

August 2011 – July 2013 | Hillsboro, OR

- Defined and implemented KPI calculations (EPH, FCR) for CRM platform
- Delivered regular reports and analysis; suggested action plans to improve contact center performance
- Designed, developed, and maintained multiple business-critical custom web applications