

Eric Rayburn

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5 Certifications

Salesforce Certified

- ❖ Field Service Lightning
- ❖ Administrator
- ❖ Sales Cloud Consultant
- ❖ Service Cloud Consultant
- ❖ Platform App Builder

Salesforce Business Analyst & Admin

To become the authority in Salesforce Related Projects

- Skills**
- **Software:** Salesforce Classic & Lightning, Demand Tools, Jira, Moover, Elements Cloud, & Excel
 - **Development Skills:** Automation of Process Builder, Lightning Flow, Apex Triggers & Classes
 - Understands stakeholder needs, pain points and translate them into deliverables
 - The expertise to consult with developers, compose, & put tailored specifications into practice
 - Project management of several remote opportunities at once using Agile Methodology

Relevant Experience **Rayburn Solutions Inc, USA President & CEO** **2009-Present**
Top Projects

Naaleh Torah Online College, Queens, NY Certified Salesforce Admin **2018-2020**

- Safeguarded & protected records through using the data security model
- Data Integration & Cleanup from Sugar to Salesforce in a timely fashion
- User Setup, Report & Dashboard Creation attributed to deeper insights in fundraising
- Trained various employees that attributed to efficiency of automation and workflows
- Optimized workflows and Process Builder for tasks, reopening cases, and email alerts

Robert Kaff Consulting, San Francisco, CA Salesforce FSL Consultant
2019

- **Implementation** for FSL Evaluation-Implemented & customized both the **FSL Managed Package & Mobile App** for evaluation to justify the value of FSL in this specific application.
- **Mobile Technician 360 View Progress**-Orchestrated mobile technicians to efficiently & transparently complete their service appointments through capitalizing on service reports & signature capture features. This attributed to **management** viewing a **360 Work Progress**.
- **Inventory Management**-Enabled mobile technicians to requests & transfer products easily.
- **Mobile Solution Management**- Discovered 3rd party apps that troubleshooted & allowed real time emergency support for field technicians.

Class Wallet, Boca Raton, FL Salesforce Certified Service Cloud Consultant **2018-2019**

- Integrated Ring Central Managed Package & led to over 40% customer support savings
- Through utilizing Lightning Components, designed & integrated a community for Live Agent & Knowledge Base
- Tailoring reports, dashboards, and analytics so key people can see KPIs at their fingertips
- Configured workflows & process builder that attributed to 33% greater productivity

Assisted various Salesforce Orgs with installing 3rd party apps & scheduled backups to maximize efficiency & productivity

Other Experience	Neimus Moshe, Non Profit Org, Staten Island, NY Salesforce Admin/Consultant	2017-2018
	Credifi, Content Co, New York, NY Sr. Content Analyst/Software Manager	2016-2018
	NuMark Innovations-Marlboro, Richmond, VA Technical Writer	2012-2016
	Fundraising for various US Charities, USA Commissioned Fundraiser 2006-2012	
	Canon-Photocopiers, NY, USA Sales & Support	2005-2006
	North Fork Bank, NY, USA Customer Service Representative 2004	
	Lipman-Credit Card Machine Manufacturer, NY, USA Market Analyst	2002-2003
Education	Udemy, The Complete Salesforce Administrator Certification Course	2017
	SUNY Albany, BA Major: Information Science and Policy	2002

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