

# My Favorite Questions & Answers for Recruiters.

## Behavioral Questions

1. What would a former client say about your work ethic?
  - ❖ References would state I say what I do and do what I say-I deliver. I am credible trustworthy, and I mean what I say-
2. What do you need to improve on?
  - ❖ Configuring Custom Development, Lightning Flow Builder, and Apex- Automation
3. What are your biggest Pet Peeves?
  - ❖ I work hard to accomplish goals before the deadline, If something needs to be spontaneous we can work together to re-align the deadline. Kindly do not have me within your buffer when I am already creating a buffer to meet the deadline Day & Night. I am an over achiever.

## Technical “STAR” Questions

1. Can you explain a recent project? Which Cloud What were you working on?

Cloud	Client	Project- User Story	Problem	Situation & Technique	Result
Sales Cloud	Red Arrow	Naming Convention	The client was not familiar with the difference between how to optimize leads (people we might do business with and people we are doing business with)	5,000 Leads needed to be converted, deduped, & merged because they were writing business on Leads when they thought it was an account. Successfully completed within 3 business days using Demand Tools Trial Version	Delivered a cost effective solution within budget and everyone was a winner.
Sales Cloud	Red Arrow	Classic to Lightning Migration	Client is very non-technical and sensitive	Special patience and terminology needed to be explained in their language in a way that it makes sense	Client Migrated to Lightning

Sales Cloud	Red Arrow	ReEvaluating Forecasting	Need to Expose for a Dashboard on Company Meeting	Evaluate Opportunity or Product Forecasting	Built 6 Dashboards that represent Deal Flow Pipeline
Sales Cloud	Red Arrow	Building customized fields on the quote object Quote fields are manually entered into Salesforce. This causes potential errors and takes a lot of time.	Create customized quote fields so Excel Documents can be easily mass loaded into Salesforce.	Configured several customized fields on the quote object	This will reduce the number of hours by 90% and reduce the amount of data errors. This will give back about 25-30 working hours per week to the admin staff and increase productivity.
Sales Cloud	Naaleh Online College	Implementation Setup	Data Migration & Cleanup using Excel and Demand Tools of 150K records from Sugar CRM to a clean instance of NPSP with custom objects and fields.	Data Import Wizard was used to migrate Accounts and Contacts Apex Dataloader was used to migrate Opportunities Work Bench was used to understand which fields for reference Demand Tools was used for deduplication.	This was a 30 hour Quick Start Implementation
Sales Cloud	Naaleh Online College	Implementation Setup	Exported reports out of Sugar CRM into XL. Analyzed which fields were relevant and which data was incorrectly matched.		Cleaned data with appropriate fields aligned ready to be uploaded into the Salesforce CRM. Applied Demand Tools for advanced organization of records.
Service Cloud	Class Wallet	Implementation of Live agent and	Customers were over burdening the customer service reps and	Through implementing Live Agent and Knowledge Base into	A 40% Savings in the Customer Service Budget

		Knowledge Base into Community Cloud	Class Wallet needed a self service solution. Reports and Dashboards based on reps that showed the age of how long it takes a rep to close a case and variables, matrices. We needed to reduce our customer service workload	Community Cloud creating a general template and custom components. Some items include custom layouts and exposing commonly used buttons from Classic to utilize click reduction and navigation.  Arranging the Service Cloud Console to integrate with Quick Text, Knowledge, Push Notifications and Live Agent Setting up a Visual Force and Apex Class to work with our Live Agent to display a Chat Button on our website Routing incoming chats efficiently using Omni Channel Having in place offline messages utilizing snap in text. Deploying code in the correct places on our site to allow us to go live	
Experience Cloud	Class Wallet		We needed a Salesforce Expert to integrate our knowledgebase, place custom components, case deflection, and allow articles to be easily accessible.	Through working with the Community Manager and uncovering key requirements. I was able to help the client build a self-sufficient customer community.	A 40% Savings in the Customer Service Budget
Experience Cloud	American Pets Alive	The instructors at America Pets Alive need the	Utilize the America Pets Alive Community Site to populate Salesforce Data through specific	Through creating a general template , it was cloned 15x and the program ID was changed in	Empower instructors on specific enrollment details

		ability to track previous and future class enrollments.	community components to view each program and class.	the component to display different information	about classes and programs. This will increase self-sufficiency by 50%
Field Service Lightning	Robert Kaff Consulting	Utilize the FSL Dispatcher Console like a cab dispatcher or a Cable guy	We needed the ability to evaluate Field Service Lightning with the features of Mobile Technician, Agent , and Dispatcher Console.	Evaluated the org and how to make a developer org function like a partner community org	Salesforce provisioned for us an additional 5 licenses. The client was able to evaluate all Field Service Lightning Features.

### Are you currently engaged with projects?

I currently have clients across the US in different time zones and I am very comfortable working in different time zones. I am willing to come on site for the beginning on the project for a “ meet and greet” to kickoff the project. And at the end for a Go Live Training

### Walk me through your background and how did you get started in Salesforce?

In 2018, I was working at a Data Analytics Company where I was managing Mongo DB and Proprietary Software. A friend of mine introduced me to Salesforce Saturday Nights, then, I noticed that I could do everything quicker and more efficiently in Salesforce. The company was just starting to implement Salesforce at the time.