Skylar Rhodes
Salesforce CPQ Architect | Developer | Admin
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Professional Summary

- Over 9 years of working experience in CRM software, Integration, Salesforce Administration and Web Technology
- Solid understanding of and detailed experience working with enterprise level Salesforce.com instance
- Highly organized, detail oriented, and ability to work independently.
- In-depth understanding of the capabilities and constraints of the Salesforce.com CRM application coupled with good understanding of standard business processes (Sales, Marketing, Operations, etc.)
- Excellent customer service skills, including strong ability to determine customer needs and provide appropriate solutions.
- Previous experience implementing and configuring Service Cloud, Sales Cloud, CPQ, Experience Cloud, and other customer support tools.
- Experience using Salesforce data tools
- Strong business analysis and functional understanding, including requirements gathering, creating / deploying solutions to end users.
- Strong problem-solving skills and ability to assess a problem and determine an effective course of action with sustainable solution.

Certified Salesforce Administrator
Certified Salesforce Advanced Administrator
Certified Salesforce Platform Developer I
Salesforce Sales Cloud Consultant

Asana
Salesforce CPQ Architect January 2024 to December 2024 (Contract)

- Assisted with integrating Salesforce CPQ and Zuora: Collaborated on the seamless integration of Salesforce CPQ with Zuora to ensure smooth interaction between the two platforms, enabling accurate pricing, billing, and subscription management.
- Order automation: Implemented automated order processes within Salesforce CPQ to streamline the generation and processing of orders, reducing manual effort and minimizing errors in the order fulfillment process.
- Salesforce CPQ APIs: Leveraged Salesforce CPQ APIs to extend functionality and integrate with external systems, enabling data exchange and synchronization between Salesforce CPQ and other applications or databases.
- Einstein Copilot: Integrated Einstein Copilot within Salesforce CPQ to leverage AI-driven insights and recommendations, enhancing the quoting process by providing personalized product recommendations, pricing guidance, and discount optimization.
- Tuning long load times: Identified and addressed performance bottlenecks within Salesforce CPQ to optimize system performance and reduce long load times, ensuring a smooth user experience and efficient operation of the CPQ platform.

Workiva
Salesforce CPQ Architect April 2023 to Present (Contract)

• Led the design and implementation of Salesforce CPQ solutions to streamline the quoting and pricing processes for Workiva's QTC motion.
• Collaborated closely with business partners, end-users, and management teams to gather and document detailed business requirements, with a strong emphasis on mock-up solutions and Salesforce Admin capabilities.
• Created mock-ups and prototypes to visualize and demonstrate how solutions could address business needs, especially within the Salesforce CPQ ecosystem. Developed wireframes, diagrams, or configured systems for presentations and feedback.
• Utilized deep Salesforce Admin expertise to mock up solutions and configure systems as needed. Assisted with system configuration, user setup, testing, and technical tooling.
• Developed and maintained a holistic view of Quote to Cash technical processes, ensuring compatibility with upstream and downstream systems. Seamlessly integrated processes with other systems to create a cohesive business solution.
• Drove user adoption by providing comprehensive training sessions and creating user-friendly CPQ documentation.
• Continuously analyzed CPQ performance metrics and user feedback to identify opportunities for process improvement and enhanced user experience.
• Acted as a subject matter expert for Salesforce CPQ, staying up-to-date with the latest features and best practices in the field.

Rent.com
Salesforce CPQ Architect April 2023 to October 2023 (Contract)

• Led the design and implementation of Salesforce CPQ solutions to streamline the quoting and pricing processes at Rent.com.
• Collaborate closely with sales, pricing strategy, and product teams to gather requirements and translate them into effective CPQ configurations.
• Architect and customize complex pricing models and discounting strategies in Salesforce CPQ to align with Rent.com's pricing objectives.
• Implement advanced approval workflows in Salesforce CPQ, ensuring accurate and efficient pricing approvals.
• Optimize the integration between Salesforce CPQ and other systems within Rent.com's tech stack to ensure seamless data flow.
• Drive user adoption by providing comprehensive training sessions and creating user-friendly CPQ documentation.
• Continuously analyze CPQ performance metrics and user feedback to identify opportunities for process improvement and enhanced user experience.
• Act as a subject matter expert for Salesforce CPQ, staying up-to-date with the latest features and best practices in the field.
• Collaborate with Salesforce administrators and developers to address technical challenges and ensure a cohesive and integrated Salesforce environment.
• Contribute to the broader Salesforce architecture strategy at Rent.com, aligning CPQ solutions with the company's long-term business goals.

Henry Schein One
Salesforce Architect - CPQ July 2022 to April 2023

• Spearheaded the assessment and adoption of new Salesforce features and updates to ensure the platform's optimal functionality.

- Collaborated with cross-functional teams to align Salesforce solutions with evolving business needs, resulting in enhanced efficiency and productivity.
- Provided mentorship and guidance to junior team members, fostering their professional growth and proficiency in Salesforce architecture.
- Established a comprehensive documentation system for Salesforce CPQ and core platform configurations, facilitating easy reference and knowledge transfer.
- Developed and conducted training sessions for end-users to ensure effective utilization of Salesforce capabilities and maximize ROI.

Eide Bailly, LLP.
Salesforce Consulting Manager - CPQ February 2021 to July 2022

- Led strategic business initiatives including sales and service department implementation, developed technical designs for Salesforce and supporting platforms.
- Responsible for guiding businesses through complex quotation and billing configuration as well as implementing technical best practices at scale.
- Coordinated and configured multiple platform integrations between Salesforce and external systems.
- Exposure to multiple industries and verticals including professional sports, SAAS, Manufacturing, Field Service, Professional Services, etc.
- Configured Sales, Service, Revenue Cloud, Community Cloud, telephony, and marketing technologies to support a wholistic business systems implementation.
- Developed custom automation to extend the Salesforce Platform beyond its standard functionality.
- Managed external contractors and junior consultants during projects requiring multiple consultant involvement.
- Created re-usable components and packages the consulting firm may leverage across multiple client implementation and managed services.

Xennal, Inc.
Salesforce Consultant October 2019 to February 2021

- Define and deliver sales operations and Salesforce.com strategic roadmap.
- Budget and resource the efforts accordingly.
- Drive consensus with stakeholders on the roadmap and deliverables.
- Hands-on configuration of all new and existing Salesforce.com features including user management, security, custom objects, page layouts, validations, workflows, flows, process builders, Flows, and other 3rd party applications.
- Manage Salesforce.com CRM application including support requests and escalated administrative needs of users by providing prompt and complete resolution to technical challenges and business support issues.
- Partner and consult with the business to identify and define business requirements and initiate and prioritize enhancement, gap analysis, and prepare user stories.
- Partner with business stakeholders to proactively identify, drive, and build improvements, enhancements, and system customization that solves business needs.
- Own and deliver new process updates and projects, including ideation, requirement gathering, build, support, maintenance, and success tracking.
- Identify, procure and manage technology tools required to drive efficiency and productivity on marketing, sales, and account management teams; partner with legal and information security to execute contracts and ensure compliance with security policies.

- Educate sales and marketing teams about process changes and opportunities to self-serve in Salesforce.com by leading in-person and online trainings

InsideSales.com
Salesforce Solution Architect September 2018 - October 2019

- Configured CRM to optimize sales process efficiency for customers and internal team
- Provided technical integration services for Salesforce and Microsoft Dynamics CRM
- Identify application-related problems and work with stakeholders, support and third-party vendors to resolve issues.
- Developed custom automation, visualforce, and apex classes to compensate for platform feature gaps
- Perform all day-to-day administrative tasks such as setting up users and profiles, or creating email alerts, workflows, processes, and approvals, and more.
- Deliver training of new users, create all training documentation, and grow the Salesforce.com skill set across the organization
- Piloted customer onsite sessions for business discovery, CRM configuration, strategic design, and product launch
- Responsible for delivery and success of all InsideSales.com tools on the Salesforce platform

Access Development
Salesforce CRM Administrator December 2017 - September 2018

- Provided administration, insight, and support for the salesforce CRM platform.
- Secured and scrubbed organization data.
- Provided insight to salesforce data model for custom integrations.
- Created salesforce automation to prioritize and score at risk client accounts.
- Coded automation to score leads based upon likelihood to convert.
- Manage the system to understand cross-functional impacts with regards to configuration, process, workflow automation and reporting
- Manage Salesforce data feeds and other integrations
- Lead twice weekly internal salesforce users training on functionality and best practices

C.E. Labs
Front-end Designer / Developer November 2016 - October 2017

- Designed kiosk web applications with HTML5, CSS3, and Javascript (vanilla).
- Co-ordinated with motion graphics team to produce a seamless UX experience.
- Innovated process to reduce turn-around time for the production of technical documentation.
- Supported production company technical graphics and documentation.

Alt Source, LLC
Digital Marketing and CRM Admin February 2016 - October 2016

- Supported marketing campaigns within Infusionsoft CRM.
- Coded and tracked company emails through Google Analytics.
- Maintained integration between CRM and Wordpress CMS.
- Updated and supported e-commerce store.
- Produced online membership programs.