***Adam Wright***

*Spring, TX 77388 | Cell: (510) 377-2982*

*Cfi.Adam.wright@gmail.com*

[*https://www.linkedin.com/in/adam-wright-409609241/*](https://www.linkedin.com/in/adam-wright-409609241/)

Salesforce Administrator and Business Analyst prepared to leverage hands-on Salesforce configuration training, analytical thinking, and previous customer service and aviation experience. Desire to work with clients and end users to achieve successful Salesforce solutions.

4 plus years of Professional Experience in requirement gathering, analysis, detailing, documenting and implementation of business systems. Directly working with Product Owners, Stakeholder, SMEs, Human Centered Design Team and cross functional project teams to develop software following Agile methodology. Experience in IT post-production analysis, examining customer problems, performing root cause analysis to identify recurring issues while communicating with business team to implement appropriate corrective action.

**TECHNICAL SKILLS:**

Customer Relationship Management | Sales Cloud | Service Cloud | Salesforce Dashboards Security Requirements Analysis | Salesforce Reporting Tools | Google Sheets/MS Excel Stakeholder Management | Communication Planning | Process Analysis & Improvement | JIRA| Confluence | Microsoft Office | Microsoft SharePoint

**RELEVANT EXPERIENCE**

***EMI Solutions, Irvin, CA***

*Salesforce Business Analyst*

*8/2018 – Present*

* Gather, analyze requirements from the Product Owner
* Work with the Product Management Team
* Coordinate with different departmental teams to produce better business outcomes.
* Test business processes and recommend improvements.
* Manage Product backlog by creating and updating user stories, and acceptance criteria.
* Attending all Agile ceremonies, Business Process and Backlog Refinement sessions.
* Write clear and well-structured business requirements/documentation.
* Create reports, dashboards and visualizations to understand business performance.
* Analyze process issues and bottlenecks and make improvements.
* Communicate and validate requirements with relevant stakeholders.
* Identify functional changes/upgrades to database and application modules to service new instruments/benchmarks.
* Collaborate with QA team in reviewing and validating test plans and test cases, ensuring that the final application catered to the user’s requirements.
* Develop and maintain reporting tools.
* Perform data discovery, analysis and modeling.
* Collaborate with product manager on roadmap planning and prioritization.
* Excellent communication and presentation skills.
* Creative and aggressive self-starter with integrated thinking skills, capable of forming and maintaining positive and productive working relationships with clients, vendors, user groups and cross functional team.

***ExpressJet, TX/NJ***

*First Officer*

*01/2015 - 08/2018*

* Performed pre-flight, in-flight and post-flight inspections of fuel, equipment, and navigational systems.
* Operated the aircraft safely and always maintained a high level of professionalism.
* Monitored weather conditions and communicated with air traffic control during flights.
* Updated and reassured passengers and crew during emergencies.
* Determined the safest routes and analyzed flight plans prior to takeoff.
* Anticipated issues and maintaining professionalism during emergencies.
* Kept up to date with aircraft advancements and equipment.

***F.I.T. and Flight Safety, FL***

*Flight Instructor*

*04/2008 - 01/2015*

* Taught students how to fly in a variety of settings using methods that include textbook education, simulators and live flight training.
* Used ground-school classes teaching students the basics of flying an aircraft, helping prepare them the written test and what to expect when applying for their pilot's license from the Federal Aviation Administration (FAA) and European Aviation Safety Administration (EASA).
* Contacted and met with potential new customers.
* Conducted tours of facilities and familiarized customers with policies, procedures, and flight training courses.

***Alorica, UT***

*Software and PC Troubleshooter*

*01/2006 - 11/2007*

* Helped Compaq and Gateway computer customers resolve operation system, software and hardware issues impacting computer performance.
* Set up hardware and install and configure software and drivers.
* Maintained and repaired technological equipment (e.g., routers) or peripheral devices.
* Installed well-functioning LAN/WAN and other networks and managed components.
* Managed security options and software in computers and networks to maintain privacy and protection from mel-attacks.
* Performed regular upgrades to ensure systems remain updated.
* Troubleshoot system failures or bugs and provide solutions to restore functionality.
* Arranged maintenance sessions to discover and mend inefficiencies.
* Kept accurate records of repairs and fixes for future reference.
* Offered timely technical support and taught users how to utilize computers correctly.

**EDUCATION**

***Salesforce Certified Administrator***

11/2021 - 3/2023

***Salesforce Administration & Business Analyst Certificate*** *-*

Pathstream – CA. 11/2021 - 3/2023

***Courses:***

Customer Relationship Management for Business CRM

Introduction to Salesforce Administration

Advanced Topics in Salesforce Administration

Applied Business solutions with Salesforce | Business analytical techniques and methods.

***AWS Web practitioner architect –***

AWS Platform | Udemy 6/2018 - 12/2020

***FAA ATP, Commercial pilot license –***

Air Center of Salt Lake 8/2006 - 11/2007

***FAA JAA/EASA Certified flight instrument instructor –***

Air Center of Salt Lake 11/2006 - 4/2008

***Associate in Computer Science***

Ohlone College Fremont CA 12/1999 - 11/2001

***B.S. in Accounting, Banking, Finance and Computer Science***

Ain Shams University, Egypt 1995 – 1999