

# CHAD MEZA

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## PROFESSIONAL SUMMARY

10x certified Salesforce Architect with 6+ years designing, developing, and implementing enterprise Salesforce solutions across Sales Cloud, Service Cloud, and Experience Cloud, backed by 15+ years of full-stack software development experience. Expertise in solution design, technical integrations, and automation with a proven record of driving revenue, reducing costs, and improving operational efficiency.

## SALESFORCE CERTIFICATIONS



## SKILLS

- **Salesforce:** Service Cloud, Sales Cloud, Experience Cloud, Apex, Lightning Web Components, Aura Components, Visualforce, SOQL, SOSL, Flows, Process Builder, Omni-Channel, Reports, Dashboards, Workflow Rules
- **Integrations:** Dell Boomi, Node API, JSforce, Bulk API 2.0, Microsoft Power BI, Microsoft Dynamics GP, Conga Composer with Sign, Genesys Cloud
- **Programming:** Apex, C#, Java, JavaScript, PHP, HTML, CSS, XML, SQL
- **IDE/Code Editors:** Visual Studio, Android Studio, Eclipse, Xcode
- **Version Control:** Bitbucket, SourceTree, GitHub
- **ITSM:** ServiceNow, Cherwell ITSM, Atlassian Jira
- **Compliance & Security:** HIPAA, HITRUST, SOC 2, Multi-Factor Authentication (MFA), Single Sign-On (SSO)

## PROFESSIONAL SUMMARY

### **Salesforce Architect** | TriCore Reference Laboratories

APRIL 2019 – PRESENT

Salesforce Architect for a healthcare enterprise supporting 15 teams across Sales Cloud, Service Cloud, and Experience Cloud, on an Unlimited Edition org.

Key Achievements & Impact:

- **Revenue Generation:** Architected, developed, and supported custom apps and APIs (C#, .NET, JS, Node, Angular) generating six-figure revenue growth.
- **Cost Savings:** Architected custom solutions, integrations, and automations delivering six-figure annual cost savings and eliminating thousands of manual work hours per year.
- **Data & Workflow Integrations:** Developed and configured integrations with Dell Boomi, Microsoft Power BI, Microsoft Dynamics GP, SQL databases, Conga Composer with Sign, Genesys Cloud, and a custom Node API.
- **Platform Modernization:** Migrated from Salesforce Classic with Process Builder and Workflow Rules to Salesforce Lightning Experience with Aura Components, Lightning Web Components, and Flows.
- **Recognition:** 13 internal awards (5x Next 9, 5x iCare, 3x Above and Beyond).

### **Software Developer** | Faith Comes By Hearing

JUN. 25, 2018 – MAR. 22, 2019

- Led development for the Bible.is Android app (5M+ downloads).
- Built features and fixed bugs on the Gideons International Android app and Render (an oral Bible translation software for desktop) using C#.NET, Visual Studio, Amazon S3, Jira, and Bitbucket.

### **Vacation Planner** | The Walt Disney Company

OCT. 28, 2017 – JAN. 23, 2018

- Processed ticket transactions.

### **Application Developer** | Century Business Solutions

NOV. 28, 2016 – MAR. 22, 2017

- Designed and developed an Android mobile application for a custom payment gateway using Java, XML, and Android Studio.

### **Software Developer** | Rite Engineering

MAY 24, 2012 – JUL. 5, 2016

- Designed, developed, implemented, and tested desktop applications for order processing, shipping, and lien management, using Java, JavaFX, and Eclipse.

## PROFESSIONAL SUMMARY (Cont.)

### **Creative Marketing Manager** | Techronics

DEC. 14, 2011 – MAY 23, 2012

- Designed and co-developed an e-commerce website.
- Managed social media accounts.

### **IT Manager** | AirSplat

JUL. 15, 2011 – SEP. 20, 2011

- Designed and developed new websites for airsoft arenas, stores, and forums, using PHP, HTML, JavaScript, CSS, and Adobe Photoshop.

### **Web Developer** | DXG USA

MAY 10, 2010 – JUL. 14, 2011

- Managed a Magento e-commerce website.
- Led the development of new features for the Magento site using PHP, HTML, and CSS.

### **Web Designer** | Dedicated Media

JUL. 16, 2009 – MAY 7, 2010

- Designed web pages for various properties using Adobe Photoshop, HTML, and CSS.
- Created online and print advertisements for companies like Home Depot, Behr, and American Red Cross, using Adobe Photoshop and Adobe Illustrator.

### **Technical Support Supervisor** | DXG USA

OCT. 10, 2005 – JUL. 14, 2009

- Led the development of a website using HTML and CSS.
- Hired, trained, and assisted technical support representatives.

## EDUCATION

### **AAS in Computer Information Systems** | Kaplan University

SEPTEMBER 2008

GPA 4.0 | Dean's List all semesters