

Scott Landes

541-610-8087
scottandvega@gmail.com
<https://github.com/scottlandes1217>

Objective

I am searching for an opportunity to continue my professional career in designing, developing and maintaining business software. I have an eye for making things simple and easy. I thrive in fast pace environments and am always willing to learn new things.

Skills

- Extensive knowledge of Unix/Linux
- Extensive Salesforce experience
- Extensive Business Architecture experience
- Working knowledge of HTML
- Working knowledge of CSS and SCSS
- Working knowledge of Javascript & JQuery
- SQL and SOQL Experience
- Experience with REST and SOAP API's
- Basic knowledge of Ruby and Python
- DNS experience
- Heroku experience
- GitHub experience
- BitBucket experience
- Able to isolate and resolve issues quickly

Work Experience

G5 Search Marketing Inc.

(541) 306-3374 | 550 NW Franklin Ave, Suite 200 Bend Oregon 97703

Systems Engineer

July 2019 - Current

- Designed, tested and implemented multiple pieces of CRM features including but not limited to: Ideas for Product & Engineering, Customer Support Website, Customer Cases, CPQ, Contracts, Products and Packaging
- Implemented and tested Integrations between Enterprise Business Applications
- Reworked business processes in order to scale the business
- Developed, tested and deployed customizations and new functionality and applications based on evolving business needs
- Ensured ongoing alignment to functional and technical requirements, system configuration, data integrity and system-related policies and procedures
- Provided monthly release cycles with new features and customizations
- Provided ongoing training and materials to ensure adoption and meet end-user training needs
- Provided daily support and troubleshooting of G5 Enterprise Business Systems
- Monitored end-user usage of systems, tracking performance, maintaining system documentation
- Managed communication and expectations among a diverse stakeholder group

Application Support Specialist

January 2016 - July 2019

- Worked closely with Product, Engineering and Customer Support teams to resolve technical issues
- Managed Technical Support cases for high-profile clients
- Diagnosed bugs, developed fixes and deployed code
- Worked with diagnosing and fixing analytics and reporting
- Made SOAP and REST calls to 3rd party vendors to diagnose and fix integrations
- Attended Product and Engineering meetings for upcoming releases and Product Roadmaps

IBEX Global

(541) 647-6646 | 501 SW Hill St. Bend Oregon 97702

Senior Technical Support Advisor

August 2010 - December 2015

- Acted as the highest Level of Technical Support to the customer
- Escalated issues from other Advisors to our Engineering team for evaluation
- Subject Matter Expert (SME) for Mac software as well as hardware
- Attended weekly meetings with 9 total SME's in the U.S. to discuss upcoming releases and bugs
- Created and Presented training materials to other employees as well as some other managerial tasks.

References

Travis Myrick - (503) 504-3751

Software Engineer | Dutchie

Justice Davis - (541) 306-9697

Account Manager | Dutchie

Mark Bluhm - (541) 848-9990