

Ryan J. Chen

Contact Information

San Jose, CA
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Education

B.S. Chemical Engineering
University of California, Davis
June 2017

Technical Skills

HTML/CSS
Microsoft Suite
SOQL
Apex
Jira
Salesforce

Salesforce Certifications

Application Architect
Platform Developer I
Sharing & Visibility Designer
Data Architecture &
Management Designer
Platform App Builder
Advanced Admin
Administrator

Areas of Expertise

Leadership
Process Optimization
Process Automation
Program Management
Communication
Business Systems Analysis

Experience

Business Systems Analyst | Square

Apr 2020 – Present | San Francisco, CA

- Gather business requirements and create project plans to design scalable, robust solutions focused on end-user experience and productivity.
- Write tech specs and work closely with development team, managing timelines & expectations with stakeholders.
- Prioritize upcoming work and manage projects using agile methodology in Jira sprints.
- Designed Tier 1 Support program for Salesforce, implementing SLAs and handling change management to consolidate a single pane of glass for system support and decrease turnaround time by 75%+.
- Enabled support team to automatically hand off inquiries to sales as prospective leads, netting \$10M GPV yearly in new deals.
- Implemented request process for all sales overlay teams, resulting in a +47% attach rate YOY for products to deals.

Salesforce Administrator | Square

Apr 2019 – Apr 2020 | San Francisco, CA

- Triage new requests and bugs, troubleshooting in SOQL/Apex/VFP for 15 business partners and 3000+ end-users.
- Migrated SFDC data/metadata for a \$400M deal involving millions of records and trained operations partners.
- Implemented 3rd party Jira integration with SFDC to provide business with critical ability to prioritize a feature roadmap.
- Redesigned permissions model in SFDC to scale, reducing profiles and roles by 82% and 65% respectively.
- Implemented case management system for new financial services team.

Product & Sales Coordinator | Anatomage

Oct 2017 – Apr 2019 | San Jose, CA

- Spearheaded email marketing automation initiative custom built in SFDC with HTML/CSS templates and declarative code to drive lead conversion and save reps 15 min/lead.
- Processed \$4.8M annually in won opportunities, providing virtual and live product demos.
- Handled all new user onboarding/training, lead imports, data quality assurance, and reporting analytics.

Recycled Water Program Coordinator | Central San

Jan 2016 – Jun 2016 | Martinez, CA

- Managed program providing customers with recycled water for irrigation needs, tracking customer usage data and creating outreach materials to educate stakeholders.