

CHAD W. CLUBB

(415) 305-6699

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I have a broad range of Salesforce technical skills from simple point and click configuration to custom application development on Force.com. I am a Salesforce.com solution architect currently providing consulting services for customers leveraging the Salesforce/Force.com platform. I am experienced in all phases of Salesforce solution delivery including requirements definition, functional and technical design, application configuration and development, quality assurance, and release management. I have been working exclusively with Salesforce and the Force.com platform since 2010.

CORE COMPETENCIES

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|---|--------------------------------------|
| ◆ Salesforce & Force.com Implementation | ◆ Process/Workflow Design & Analysis |
| ◆ AppExchange Product Development | ◆ Rapid Prototyping & Wireframes |
| ◆ Project Management & Consulting | ◆ UX & UI Design |

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

CODESCIENCE, INC. (San Francisco, CA)

Mar 2010 - Current

Salesforce Consultant

(Force.com development firm)

Analyzing business-technology and delivering solutions to meet client needs is my expertise. As a consultant for CodeScience I have designed, developed and deployed new products and services for clients ranging from start-ups to Fortune 500s including Apple, Paypal and MailChimp.

Key Contributions and Achievements

- ◆ **Provide consulting services for a wide range of clients**, including multiple divisions of Apple, MailChimp, Dartmouth, Quantcast, Opera, and many others.
- ◆ **Functional design and configuration expertise** in the areas of data architecture, workflow, custom application development, integration, and data migration.
- ◆ **Practical experience as a project lead** with responsibilities for process analysis, requirements definition, user interface design, functional and technical specifications, configuration and development, testing, and release management (configuration, code, and environment management).

FIDEX, INC. (San Francisco & San Diego, CA)

Feb 2007 – Mar 2010

Product Manager

(Online automotive lending solutions provider)

Co-founded the company with aim of building a pervasive online lending solution. Led cross-functional team and oversaw product management, user experience and interface design, quality assurance, and client management functions. Delivered product demos to investors and potential customers.

Key Contributions and Achievements

- ◆ **Led web development team to release lending solution** for auto loans, attracting buy-in from industry-leading companies.
- ◆ **Produced functional requirements and prototypes** for the company's core automotive lending solution used by eBay.
- ◆ **Set direction for user experience**, interaction and visual design, and led user interface team to deliver exceptional results.
- ◆ **Scrum Master for Agile team** utilizing Scrum methodology and incremental release practices.

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IAC ADVERTISING SOLUTIONS, INC. (Oakland, CA)

Jun 2005 - Feb 2007

Manager, Information Systems

(Internet services and advertising solutions provider)

As Manager of Information Systems, oversaw all sales, ad operations, and billing systems used by IAC web properties, including Ask.com, Evite, City Search, Match.com, and Excite.

Transitioned following IAC's purchase of Ask Jeeves to launch Application Support Group within the Information Systems department.

ASK JEEVES, INC. (Emeryville, CA)

Oct 2000 – Jun 2005

Product Manager

(Natural language search engine)

As Product Manager, implemented the firm's CRM solution and established workflow, policies, and procedures for Sales, Operations, and Accounting departments.

Key Contributions and Achievements

- ◆ **Implemented CRM solution** to integrate Salesforce, DoubleClick Dart, and Oracle Financials with inventory management system.
- ◆ **Produced comprehensive training materials**, including CRM user manuals, workflow procedures, and best practices for the Sales, Operations, and Accounting departments.
- ◆ **Conducted national training program** for the abovementioned departments, equipping them with the knowledge and strategies to succeed in sales-related endeavors.

CREDITLAND, INC. (San Francisco, CA)

Jan 1997 – Oct 2000

Business Analyst

(Online provider of aggregated credit products)

Co-founded company and directed implementation of back-office systems, policies, and procedures. Scrutinized sales team's performance and evaluated data to improve performance.

Key Contributions and Achievements

- ◆ **Deployed analytics platform** to support business and sales force in order to identify areas for team performance improvement.
- ◆ **Implemented corporate IT systems** including email, Intranet, document sharing, collaboration, reporting, scheduling, and management approval workflow.

EDUCATION

BUSINESS ADMINISTRATION

Western State College – Gunnison, CO

PROFESSIONAL TRAINING

Salesforce Certified 401 Developer, Business Process Improvement/Workflow Diagramming

TECHNOLOGY KNOWLEDGE / SKILLS SUMMARY

Salesforce, Force.com, TrialForce, Axure, Photoshop, Fireworks, Illustrator, Dreamweaver, HTML/XHTML, CSS, SQL