

Evelyn Grizzle

Selected Skills and Abilities

- Languages: Apex, SOQL, SOSL, Javascript, Java, SQL, HTML5, Visual Basic, C++, Python
- Certifications: CompTIA Security+, Network+, Server+, Certified Network Infrastructure Professional; Salesforce Administrator, Developer I, Platform App Builder, Javascript Developer I; MENDIX Rapid Developer; Amazon AWS Cloud Practitioner
- Systems: Windows 95+, OSX+, Linux, ChromeOS
- Databases: SQL Server, MySQL, NoSQL, Microsoft Access
- Other: Highly motivated and personable, excellent conflict resolution skills

Employment Highlights

April 2020-Present

Associate Salesforce Developer

Indigo Agriculture, Memphis, TN

- Creating Apex pages and Lightning Web Components to meet business needs
- Built out a custom REST API solution integrating Indigo's Marketplace tool with Salesforce
- Integrated Salesforce and Google Maps API functionality to provide real time farm location data
- Designed a custom solution to track and log API errors within Indigo systems in a user friendly format
- Refactored existing code for the Opportunity and Account Trigger Handlers
- Completing Salesforce Development and Administration tasks for a Salesforce org of 1,500 users
- Managing and overseeing Salesforce deployments using Flosom

January 2019-April 2020

Java/J2EE Developer, Salesforce Developer

IBM, Monroe-CIC, Monroe, LA

- Acting as a leader of the Monroe-CIC Salesforce Practice, including helping place resources on clients, training resources on Salesforce and Lightning development, and developing the Build A Developer mentorship program
- Completing Salesforce Administration and Development tasks for IBM client AECOM
- Scripting data loads via Salesforce Dataloader 45.0.0 using XML and XSLT, saving an average of 15 hours per week for client AECOM
- Using Apache ANT to deploy metadata changes to testing and production environments, saving over 30 hours of manual changes in the AECOM August 2019 release
- Building REST resource URIs in order to return appropriate JSON data for use in existing Apex classes
- Managing deployments using Workbench and BlueWolf Sightline
- Lead administrator over the May 2019 Salesforce service outage, during which time I helped to minimize impacts of a global outage on a Salesforce org with over 80,000 users
- Manager's Choice Award, Put The Client First, May 2019
- Manager's Choice Award, Show Personal Interest, May 2019
- GBS Service Excellence Award, Put The Client First, July 2019
- Received in-place band promotion, October 2019

June 2017-January 2019

E911 Database Coordinator I

CenturyLink, Corporate Headquarters, Monroe, LA

- Maintained CenturyLink's E911 and FCC address databases
- Built and updated address records to maintain accurate latitude and longitude information
- Worked directly with Public Safety Answering Points and outside telephone companies
- Ensured all data and networks are compliant with FCC regulations
- Trained regularly on federal laws and regulations pertaining to E911 networks and outages
- Documented training processes and procedures to create a departmental handbook
- Volunteered as events coordinator to plan departmental events on a limited budget
- Acted as subject matter expert on CenturyLink billing tools, Salesforce, and MARTENS

November 2015-June 2017

Support Specialist - Tech Calls Go To

CenturyLink, Offline Support Center, Monroe, LA

- Knowledgeable of CenturyLink products and services, including phone, internet, and PrismTV
- Worked and trained others on functions relating to billing, cancellations, and complex orders
- Assigned Static IP addresses for residential and business customers
- Advanced knowledge of CenturyLink systems and tools, including Ensemble, Billing Estimator, Martens, and Static IP Assignment Tool
- Assisted supervisors and leads on documenting order trends
- SPIFF Employee of the Month Award Winner May and June 2016, March and May 2017
- Team Player Award June and October 2016
- 2016 Top Performer in Offline Support

June 2013-September 2015

Student Research Assistant

Office of Institutional Analysis, University of Wyoming, Laramie, WY

- Prepared reports for use by inter- and intra-university departments and organizations
- Designed dashboards to effectively communicate university statistics to the Wyoming State Legislature and University of Wyoming Board of Trustees
- Built and managed databases in Access
- Worked extensively with data analysis and visualization tools, including Tableau and SAS
- Automated data entry and analysis using Excel and Visual Basic
- Maintained and digitized historical academic and budget archives
- Wrote inter-departmental tutorials on Excel 2013 functionality, including on the use of PowerPivot

Education

June 2017-May 2021

Northwestern State University

Bachelor of Science in Computer Information Science, Network & Systems Management

- Completed courses in computer networking and hardware engineering
- Studied topics including Organizational Management, Business Law, and Business Comm
- Excelled in courses in HTML, Security, Data Analytics and SQL
- Created lecture tutorials for CIS 4070 – Data Analytics on the use of Tableau
- Completed a semester long research project using EPA Environmental Justice data to find a statistical link between respiratory ailments and cancer using machine learning
- Dean's List, Summer and Fall 2017, Fall 2018, Fall 2020