Adam Edwards

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548 Mt Hope Ave
Rochester, NY

Education & Certifications

Bachelor's Degree in Accounting – Rochester Institute of Technology, 2016

Salesforce Certifications – Administrator, Business Analyst, JavaScript Developer I, Platform App Builder, Platform Developer I

HubSpot Certifications – Service Hub, Marketing Hub, Sales Hub, Revenue Operations, Reporting

Skills

Salesforce Sales Cloud	Project Management	Monday.com
Salesforce Service Cloud	SQL	JIRA
Salesforce CPQ	HTML/CSS	Confluence
Salesforce Development	C#	Bitbucket
Salesforce LWC, LWR	JavaScript	GitHub
Salesforce Apex	REST & SOAP APIs	Data Architecture/Design
Declarative Development	Source Control	Microsoft Office

Experience

April 2025 – Present: *One Click Contractor* -Implementation Specialist
- Lead small- & mid-size clients through the entire discovery, configuration, and training needed to successfully use cloud contracting & CRM software
- Provided hands-on training and support to clients during onboarding and post-implementation phases
- Assisted in data migration and integrating third-party systems
- Monitored and tracked multiple project timelines, ensuring timely and effective delivery

January 2025 – Present: Freelance Salesforce Consulting/Development
- Analyzed business processes using Salesforce CPQ, Salesforce Service Cloud, and Account Engagement to streamline processes and enhance security
- Built an integration between an in-house product inventory system and Salesforce
- Modernized custom APEX code and declarative tools like Workflows and Process Builder
- Managed multiple clients' projects to meet contracted deadlines and deliverables

November 2023 – October 2024: *Rochester Emergency Veterinary Services, Inc* - CEO
- Established, directed, and grew a Non-Profit Emergency Animal Hospital from conception into a multi-million dollar charity organization with over 70 employees in under a year
- Handled all financial reporting, bookkeeping, and forecasting
- Set up and maintained donor tracking and management.
- Spearheaded grant writing and tracking
- Collaborated with government entities, other non-profits, and local businesses to further our mission
- Managed third-party fundraising events and partnerships
- Implemented, configured, and administered IT and digital solutions, including the hospital's EMR system
- Developed a custom Salesforce solution with direct integrations to our donor platform, EMR, accounting GL, and public website
- Collaborated with Hospital and Medical Directors to develop, implement, and maintain organization-wide processes

April 2018 – July 2021: *Medisked* - Support Tech > Support Lead > Support Manager
- Starting as an entry-level application support tech, I worked my way up to managing a 10+ person Client Support Team for an agile, mid-size, human-services software organization.
- Handled front-line product application support requests using front-end testing
- environments, backend databases and logs, REST APIs, and automation to diagnose, reproduce, and resolve client issues
- Maintained client relationships on escalated issues and long-term projects
- Developed team- and organization-level processes to stabilize and standardize client journeys
- Configured a multi-team Salesforce instance from scratch to handle support case tracking, client communications, internal audits, and a client-facing support site and knowledgebase
- Primary SQL database engineer for multiple clients and solutions
- Assisted with interviewing and hiring decisions
- Onboarded, trained, mentored, and lead my team in-person and remotely
- Designed, scoped, and wrote supplementary reporting and development contracts for additional work orders for existing clients.
- Advised on cross-team product and engineering solutioning and development projects