
Jeremy Shull

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Salesforce Administrator | Salesforce Developer

Salesforce Administrator and Platform Developer I certified professional with hands-on experience designing business solutions using Flow, Apex, Lightning Web Components, and integrations. Experienced in process automation, stakeholder collaboration, and building scalable Salesforce applications through portfolio projects and real-world leadership roles.

PROJECTS

Salesforce Integration – LWC, Apex, and Reporting

Cloud Code Academy

- Developed a Lightning Web Component and Apex Controller to relink Contacts to Slack Users, saving administrators 30+ hours annually.
- Built custom Reports and Dashboards to provide visibility into missing Slack IDs, reducing manual checks.
- Automated cohort status updates with Scheduled-Triggered Flows, ensuring real-time accuracy.

Salesforce Case Intake & SLA Automation

Personal Project

- Designed an enterprise-inspired case intake solution using Screen Flows, validation rules, and custom objects to standardize support processes.
- Automated case routing, SLA tracking, and notifications using Record-Triggered Flows and Scheduled Apex.
- Built dynamic email notifications for both user-owned and queue-owned cases while handling complex business logic.
- Configured Web-to-Case integration and optimized automation performance by reducing unnecessary Flow updates.

Salesforce Capstone Project – Job Application Tracker

Cloud Code Academy

- Designed a custom Job Application Tracker with custom objects, Path, and automation to manage the full application lifecycle.
- Developed Apex triggers and helper classes to automate task creation and maintain application history.
- Collaborated in an Agile environment using GitHub and Jira while improving reporting through automation.

SKILLS

Salesforce: Flow Automation, Apex (Triggers, Classes, REST Callouts), Lightning Web Components (LWC), SOQL, Validation Rules, Reports & Dashboards, Profiles, Roles & Permission Sets

Development:

JavaScript, GitHub, VS Code, Salesforce CLI, REST APIs, Unit Testing (including HttpCalloutMock), Name Credentials, Jira

Business

Analysis/Operations:

Process Optimization, Stakeholder Communication, End-User Training & Support, Requirements Gathering, Problem-Solving & Strategic Thinking, Cross-Functional Collaboration

Integrations/APIs: JSON Parsing and Response Handling, API Integration

CERTIFICATIONS

Salesforce Certified Administrator

07/2025 – Present
Salesforce

Salesforce Platform Developer I

01/2025 – Present
Salesforce

WORK EXPERIENCE

Parkside Bible Church • Brownsburg, IN • 08/2019 – Present

Worship Technology Coordinator

- Coordinated cross-functional team participation, ensuring clarity on roles, expectations, and deliverables
- Redesigned church app content workflow in collaboration with leadership, reducing weekly bulletin updates from 6 sections to 1–2 sections and improving efficiency by over 60%.
- Managed technical operations supporting weekly services for 300+ attendees while ensuring reliable execution across multiple technology systems.
- Partnered with leadership to identify inefficiencies and implement system improvements, demonstrating business analysis and stakeholder collaboration skills

Starbucks • Avon, IN • 11/2014 – Present

Shift Supervisor

- Directed daily operations for teams of up to 9 employees, improving scheduling efficiency and reducing overtime costs.
- Identified and resolved operational bottlenecks, enhancing internal performance metrics by 75% within two months through strategic collaboration with store leadership.
- Onboarded and coached 20+ employees, increasing retention and raising team performance through structured training.
- Monitored store performance metrics (drive-thru times, labor, customer satisfaction) to inform real-time operational decisions

EDUCATION

Certification in Salesforce Developer Kickstart

Cloud Code Academy • 11/2024

BS in Worship & Music Studies

Liberty University • 08/2010 – 05/2014