Evan Wheeler

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Salesforce Administrator / Business Systems Analyst (Contract)

BGSF / Metro Government of Nashville | Aug 2025 – December 2025
Salesforce Service Cloud / Government Cloud

- Leveraged AI best practices to accelerate requirements analysis, documentation, and solution design, improving team efficiency and reducing manual effort across projects.
- Administer Salesforce org supporting **300+ users** and **26K+ monthly cases** through Digital Experience.
- Designed and maintained Flows automating **"Case Open" and "Case Closed" notifications** at scale.
- Audited **90+ profiles and permission sets** and developed a consolidation plan aligned with best practices.
- Supported **12+ departments** with tailored apps, page layouts, and permissions to ensure secure operations.
- Led **multi-departmental meetings** for troubleshooting, training, and solution demonstrations.

Salesforce Consultant

Velza LLC | Jan 2024 – Aug 2025
Salesforce Financial Services Cloud

- Used VS Code and GitHub for version control, change tracking, and collaborative development to enhance administration and ongoing maintenance of the Salesforce platform.
- Directed system improvements focused on **UX, automation, and scalable processes** through Flow design.
- Managed **data quality**, including data loads, de-duplication, segmentation, and tagging.
- Integrated **third-party services** to improve UI and system functionality.
- Configured **FSC householding, client accounts, and relationship data models** for accurate segmentation.
- Designed Flows automating **onboarding, referrals, follow-ups, and advisor workflows**.
- Created **documentation and training resources** to ensure consistency and long-term scalability.

Salesforce Administrator / Business Analyst

Revance | May 2023 – Jan 2024
Salesforce Sales Cloud

- Managed the **end-to-end project lifecycle**, including requirements, testing, deployment, and training.
- Configured objects, fields, validation rules, and automation to streamline sales processes.
- Built and optimized Flows to replace legacy automation supporting **high-volume sales operations**.
- Translated **stakeholder requirements** into Salesforce solutions that improved efficiency and adoption.
- Managed integrations supporting sales teams, including **iOS app alignment and external data sync**.
- Developed and optimized **reports, dashboards, and documentation** for cross-department workflows.

Salesforce Consultant

Alternative Solutions | Feb 2022 – May 2023
Salesforce Sales Cloud, Salesforce Nonprofit Cloud

- Built **automation, Flows, custom objects, and Lightning pages** across multiple Salesforce orgs.
- Led stakeholder meetings and produced **user story documentation**.
- Managed integrations and supported delivery across multiple projects.
- Utilized **Jira and Azure** for project tracking.
- Authored **user guides and test scripts**.

Early Experience

Salesforce Administrator (Part-Time) – *Mike Wheeler Media* (2018–2022): Created instructional Salesforce apps, automated workflows, and dashboards for an audience of 200K+ students.
Junior Salesforce Admin – *Rezult Group* (2021): Built dashboards, Lightning pages, and managed data loads for a new Salesforce implementation.