



Alan DePew

Associate Manager, Enterprise Systems

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📁 PROFESSIONAL EXPERIENCE

Jenzabar

Associate Manager, Enterprise Systems

2022 – present | Remote

- Lead the technical implementation of Salesforce CPQ, DocuSign CLM and NetSuite OpenAir implementations.
- Architected and implemented a custom Customer Health tool within Salesforce which led to an increase in Net Promoter Score by over 20% YOY.
- Leading and coaching experienced administrators responsible for the daily operation of our tech stack.
- Assists the Senior Director, IT on the long-term strategic plans for acquiring and enabling efficient and cost-effective solutions.

Jenzabar

Senior Salesforce Administrator

2020 – 2022 | Remote

- Increased Salesforce adoption by 42% in less than 2 years by implementing user-friendly customizations.
- Built a custom integration with Atlassian Statuspage using Flows and HTTP Callouts.
- Built an additional 10 integrations with systems like NetSuite, Active Directory, JIRA and SQL Server using Celigo.
- Championed and implemented OwnBackup solution along with implementing quarterly disaster recovery tests.
- Supported over 150 users as the only Salesforce Administrator.
- Overhauled system security including automatic Azure AD user provisioning, SSO with MFA, disabled local logins and creation of well-defined user roles, profiles and permission sets.

Franciscan University of Steubenville

Assistant Director, Enterprise Application Systems

2015 – 2020 | Steubenville, OH

- Support over 80 internal users and 12,000 community users as we increased our enrollment by over 24%.
- Served as the technical lead and assisted with Salesforce implementation with our consulting partner.
- Created and managed over 30 data integrations using Informatica Cloud.
- Designed and implemented custom forms using FormAssembly for use on Community Cloud.

📄 CERTIFICATES

- Salesforce CPQ Specialist
- Salesforce Advanced Administrator
- Salesforce Administrator
- Celigo University Level 3: Master
- Celigo University Salesforce Integration Whiz

🏆 AWARDS

Trailhead Community Top Contributor

Salesforce

2021

Spirit Award

Franciscan University of Steubenville

2017

Employee of the Month

Wheeling Island Gaming, Inc.

2013

Employee of the Year: Nominee

Wheeling Island Gaming, Inc.

2013

🎓 EDUCATION

Bachelor of Science in Computer Information Systems

West Liberty University

2011 | West Liberty, WV

Bachelor of Science in Business Information Systems

West Liberty

2011 | West Liberty, WV