michael lupino

BUSINESS INFLUENCER | PRODUCT MANAGEMENT

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**CAREER SUMMARY**

Self-motivated and passionate leader who drives business transformations through technology solutions. Hands-on experience in consulting, implementation, relationship management, ongoing development and administration of technology platforms. Defines, develops and sets technology vision, creating objectives and timelines, disseminating executive information when necessary with emphasis to build operational improvements and streamline processes through the use of technology platforms.

**EDUCATION**

**Bachelor of Science in Information Systems /** Ramapo College, Mahwah, New Jersey *2006*

**BUSINESS & TECHNICAL SKILLS**

Project Leadership & Management – Problem Solving – Process Development & Improvement – Strategic Technical Planning – Team Leadership – Servant Leadership – Product & Vendor Management – Mobile App Management –

Systems Administration – Apex, Visualforce & Lightning Components – DevOps –Salesforce Applications – Salesforce Sales & Service Cloud – Salesforce Custom Apps – Salesforce Community Cloud – Amazon AWS – Wordpress – Hubspot – Birst, Tableau, Qlikview BI, Microsoft BI – AppExchange Partners

**PROFESSIONAL EXPERIENCE**

**MANAGER, IT SALESFORCE GOVERNANCE *2019 – Present***

L’Oréal / Berkeley Heights, NJ

Creation, alignment, ownership and delivery of the Salesforce governance program across Sales, Service, Community, B2B Commerce, App & Platform Clouds. Trusted advisor reporting to IT Leadership and C-Level on Salesforce.

* Lead cross functional team of 10 people to manage development and delivery pipeline (18,000+ Users).
* Streamlined development and delivery pipeline reducing delivery lead times and meeting targets.
* Architect, responsible for implementation of Salesforce Shield and related governance programs.
* Charted improved oversight of user & security access controls.
* Promoted vulnerability & penetration testing consolidating risk and creating action plans.
* Scrutinized focus around budget management and license shelf ware.
* Incorporated L’Oréal broader project portfolio management program into standard operating practices.
* Documented and fostered stronger focus on integration architecture and best practices.
* Provided oversight to improve technical debt and organized best practices reducing ongoing costs.
* Refined deployment and release management processes with application lifecycle management tools eliminating inefficiency and delays during planned Salesforce releases (deployments).
* Imparted technical insight from salesforce community and best practices to boost efficiency of team.
* Advocated for introduction of data governance and management reducing risk of operating salesforce.
* Administered a multi-org rollout of Salesforce Shield across Americas.
* Enabled and standardized that Salesforce technology solutions follow established governance program to ensure initiatives meet quality requirements.

**MANAGER IT SALESFORCE PROJECTS *2015 – 2018***

L’Oréal / Berkeley Heights, NJ

* Advised and guided direction to analyze business requirements and intended processes for new projects.
* Assessed projects or enhancements using Salesforce and related solutions.
* Directed key users to test and implement proposed changes.
* Managed technical resources and provide project oversight.
* Identified system failures and identify solutions to minimize impacts and ensure corrective evolutionary work as needed.
* Managed development team work.
* Executed solutions on Salesforce Sales, App and Community Cloud.
* Initiated and launched several B2B community cloud sites.
* Proposed established CRM strategies based on industry trends.

**MANAGER CRM *2015 – 2015***

Clear Channel Outdoor / New York, NY

* Providing guidance and direction to analyze sales business requirements and intended sales procedures and processes.
* Leads day to day Sales Operations of Salesforce providing direction to sales teams.
* Oversaw testing of new solutions or enhancements.
* Troubleshot issues to ensure accurate data and process execution.

**SR. CRM ADMINISTRATOR *2009 – 2015***

Verisk Analytics / Jersey City, NJ

* Provided support, user training, new admin training and development of the CRM platform.
* Engaged in improving data quality and enrichment.
* Translated and implemented business recommendations and roadmap to ongoing process and operational improvements.

**PROJECT MANAGER *2008 – 2009***

Infinity Info Systems (now Genesis10) / New York, NY

* Functional consultant implementing changes or new deployments to the Sage SalesLogix application.
* Planned and worked closely with clients to solve key business problems.
* Assisted in a technical capacity providing implementation and post support needs for existing clients.

**PROFESSIONAL DEVELOPMENT& ACHIVEMENTS**

Certified Scrum Master 2018 - Present

Scrum Alliance

Trailblazer Community Group Leader 2018 - Present

Salesforce

Salesforce Golden Hoodie Award Winner, Salesforce Admins Podcast Guest 2016, 2017

Salesforce

Salesforce Admin, Advanced Admin and Force.com Developer Certified 2012 - Present

Salesforce