

Rodney John

Salesforce Reporting & Business Systems Specialist

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SUMMARY

Salesforce reporting and business systems specialist with more than 10 years in Salesforce reports and dashboards, implementation support, UAT, and process documentation. Managed reporting and systems for a national nonprofit with 30+ sites across 9 regions: centralized reporting and cut prep time by about 40% for 200+ staff, led UAT for a Salesforce Lightning launch, and wrote the SOPs used across every site.

CORE COMPETENCIES

Salesforce Reports & Dashboards · KPI Frameworks · User Acceptance Testing (UAT) · Implementation Support · Defect Documentation · Business Systems Support · Report Types & Dashboard Design · Data Governance · SOP & Process Documentation · Staff Training & Adoption · Google Workspace · Data Quality

EXPERIENCE

Operations & Systems Consultant

Oct 2025 - Present

[Independent Consulting Practice, New York, NY \(Remote\)](#)

Reporting, systems design, and implementation support for small-business clients.

- Designed reporting and tracking systems in Google Workspace with role-based access, plus automations that save the client about 5 hours a week.
- Audited 2.5 years of operations across 153 records, traced the root causes behind 10+ stalled initiatives, and built a 12-week roadmap that moved the client's 3 highest-priority projects forward.
- Built the workflow documentation and follow-up trackers the client uses day to day.
- Retained on a recurring monthly engagement as an embedded program manager.

Program Performance & Systems Manager

Sep 2014 - Apr 2025

[Center for Employment Opportunities, New York, NY](#)

National workforce development nonprofit: 30+ sites, 9 regions, 200+ staff, 3,000+ participants a year.

- Centralized reporting across 30+ sites and 9 regions, cutting prep time by about 40% for 200+ staff and improving data consistency.
- Operational lead for the Salesforce Lightning launch. Ran UAT, documented defects, validated workflows, and tracked each issue to production.
- Designed executive KPI frameworks and dashboards that gave leadership visibility into outcomes, regional trends, and operational health.
- Established the data governance framework and standardized reporting that replaced a site-by-site patchwork.
- Wrote the SOPs used across 30+ sites, cutting manual drafting time by about 50%, and trained 200+ staff on data standards and workflows.
- Ran a vendor review and moved employment verification to a lower-cost provider, cutting a five-figure monthly cost to a few hundred dollars.

Lead Customer Support Representative, Assessment Center

Jun 2009 - Sep 2014

[Core Education, Jersey City, NJ](#)

Primary coordinator between end users and engineering for a multi-state K-12 SaaS assessment platform.

- Ran user acceptance testing on fixes and releases before production, catching issues before they reached users.
- Wrote detailed, reproducible defect reports that helped engineering resolve issues faster.

- Managed issue triage across accounts, testing software, logistics, and student records.
- Maintained the accuracy of complex teacher, student, and school data records across district systems.

TECHNICAL SKILLS

Core: Salesforce (Reports, Dashboards, Lightning), Google Workspace, Google Sheets, Microsoft Excel (advanced), Google Apps Script, Google AppSheet, Zapier, Make, Coefficient, Monday.com, Trello, Asana, Notion

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Google AI Essentials Specialization, Google (2025)
- Business Analysis Foundations, LinkedIn Learning (2024)
- Project Management Foundations, LinkedIn Learning (2024)