

15220 State Route 351 E  
Henderson, KY 42420  
(270) 316-1903  
[lesley.a.boyd1@gmail.com](mailto:lesley.a.boyd1@gmail.com)

# Lesley Boyd

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## EXPERIENCE

### **Blackthorn.io, Remote** – QA Engineer

July 2020 – PRESENT

*Blackthorn.io is an Event Management and Payment Processing App provider for the Salesforce Ecosystem*

- Certified Salesforce Admin and App Builder.
- Test current products and identify deficiencies.
- Suggest solutions to identified product problems.
- Investigate product quality in order to make improvements to achieve better customer satisfaction.
- Collaborate with the Development team to ensure consistent project execution.
- Identify quality assurance process bottlenecks and suggest actions for improvement.

### **Accenture, Nashville, TN** – Salesforce Application Development, Sr Analyst

April 2019 – July 2020

*Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations.*

- Certified Salesforce Admin and App Builder.
- Act as a Salesforce consultant on projects including those with federal clients.
- Gather project requirements and add to acceptance criteria.
- Configure Salesforce Orgs in sandbox environments to meet project requirements.
- Compose and execute scrum test case scenarios.
- Migrate code to remote repositories to meet CI/CD requirements.
- Practice Scaled Agile Framework Methodology.
- Work within government legislated guidelines to meet tight deadlines.

### **Bridgestone, Nashville, TN**

*Bridgestone Americas and its subsidiaries develop, manufacture and market a wide range of Bridgestone, Firestone and associate brand tires to address the needs of a broad range of customers, including consumers, automotive and commercial vehicle original equipment manufacturers, and those in the agricultural, forestry and mining industries.*

Tire Education Specialist | 2017-2018

- Delivered product and sales presentations to tire dealers across the country increasing marketing visibility by 10%
- Interviewed tire business owners before events to evaluate needs and plan a valuable training session
- Found innovative ways to train sales associates on being "Trusted Advisers"

## Business Analyst | Salesforce Administrator | 2014 - 2017

- Salesforce Administrator for the Consumer Tire Sales group of 150 users
- Worked with members of the IT department to retire a legacy CRM for a newly acquired company and integrate their business into our existing Salesforce Org
- Developed KPI tracking tools inside Salesforce for multiple teams
- Managed any data uploads, technical issues, and user modifications
- Worked with the Consumer Analytics team to use Alteryx to develop sales insights for multiple groups including a daily sales feed, geographic location tools, and channel growth visualizations
- Worked with IT and other analysts to utilize Tableau for dynamic visualization tools that were once a manual process
- Teamed up with IT to integrate Tableau and Salesforce as another way to view sales data

## Frito-Lay, Nashville, TN

*PepsiCo is a global food and beverage leader with a product portfolio that includes 22 brands that generate more than \$1 billion each in annual retail sales. Our main businesses – Quaker, Tropicana, Gatorade, Frito-Lay and Pepsi-Cola – make hundreds of enjoyable foods and beverages that are loved throughout the world.*

## Supply Chain Operations | 2012 - 2014

- Organized sales order volume distribution to Central Gulf Region including Tennessee, Alabama, Louisiana, and Arkansas
- Increased on-time delivery and labor efficiencies by accessed ordering systems remotely across the region utilizing SAP
- Communicated regularly with regional sales personnel and operations management to ensure on-time delivery and labor efficiencies
- Enabled labor tactic sustainment and accountability for the region by building reports and participating in region labor conference calls
- SAP Subject Matter Expert that facilitated procedural refresher training for sales and operations personnel

## SAP Solution Analyst | 2011- 2012

- Member of the Project One Up SAP Release 7.0 - Order Management Team as a user acceptance tester and field trainer
- Managed end user technician groups while deploying SAP solution across the US and Canada in over 300 locations over a one year time span
- Delivered formal end user SAP Order Management training for each wave of the deployment as well as on site support team member
- Responsible for change management of SAP implementation in distribution centers ranging in volume from 12,000 cases a week to over 90,000 cases a week
- Validated business scenarios for developmental testing during SAP User Acceptance Testing.

## EDUCATION

### Nashville Software School – Full Stack Software Development

October 2018 - March 2019, Nashville, TN

### Middle Tennessee State University – BS, Recording Industry

August 2002 - May 2005, Murfreesboro, TN

*graduated cum laude*