DAN ALBRECHT

Palm Coast, FL, 32137 | 321.289.5224

dan.albrecht@danalbrecht.com | www.danalbrecht.com

Leader/Mentor

Team Leader in helping to define a scalable, sustainable, and cost effective technological footprint for our customers.

Summary of Qualifications: A leader who possesses excellence in:

- 15+ years of Leading SaaS Development/Architecture.
- Extensive Leadership skills from Military Experience, Corporate Training, On the job experience
- Superior Written and Oral Communications
- Quality Management experience at an upper management level.
- Experienced mentor and trainer for all levels of employees.
- "Think outside the box" mentality to solve issues and streamline processes.
- Experienced in: Visual Basic, SQL, C++, C#, HTML, JavaScript, Java, .NET, Salesforce, SAP, Jira, Selenium, OBS, Splash, Google App Scripts, and more
- Knowledgeable in SQL Server, Oracle, Analytical Software
- Proficient in Microsoft Outlook, Word, Excel, Access, PowerPoint, and SharePoint.
- Competent Systems Administrator

Experience:

Salesforce, Remote Employee   **Feb 2025 - Present**

Senior Manager, Technical Architects

- Lead, mentor, and empower a high-performing team of Principal Technical Architects, driving professional growth through performance evaluations and a collaborative, customer-focused culture.
- Provide strategic oversight and architectural governance on complex, high-value customer engagements to ensure the delivery of scalable and sustainable solutions.
- Act as a key technical advisor to sales leadership, engaging with executive-level customer stakeholders on strategic accounts to build trust and drive innovation.
- Develop and implement best practices, standardized tools, and delivery methodologies to enhance team efficiency and the quality of customer outcomes.
- Serve as a critical liaison between the field team and Product/Engineering, aggregating customer feedback to influence future product roadmaps.
- Championed knowledge-sharing initiatives, including co-founding the SF Cabin series, to upskill both internal teams and a community of over 2,000 members

Salesforce, Remote Employee   **2020 - Feb 2025**

Principal Technical Architect

- Collaborate with customers daily to understand their vision, identify challenges, and assess their current technology stack.
- Develop and present scalable, future-proof architectural solutions to address business needs and overcome challenges.
- Provide strategic recommendations to align technology investments with long-term growth objectives.
- Stay up-to-date on emerging technologies, particularly AI, and ensure Salesforce solutions are positioned to meet evolving customer demands.
- Act as a trusted advisor, fostering strong relationships to drive customer success and innovation.
- Upskill others through use of open source tools like OBS, VDO.Ninja, and other tools.
- Over 600 Closed Won Opportunities and over **$67M** in closed ACV.
- Logged over **200** VTO Hours
- Supported over **60** Workshops/Webinars (**52 in FY25**)
- **4** Star Trailhead Ranger
- **6x** Salesforce Certified (See Certifications)
- Co-Founder of SF Cabin / FINS Cabin - A Discussion Series/Workshop delivery mechanism.

FARO Technologies, Lake Mary, FL   2017 - 2020
Global IT Director of Customer Facing Technologies
Originally hired as the Salesforce Technical Manager. Promoted in less than 1.5 years to current position. Leads and directs teams to support all Customer Facing Technologies from an IT perspective.
- Leads team of 5 Salesforce Administrators to support team of 1700+ users globally.
  - 3 Sr Administrators located in the United States
  - 1 Administrator located in Singapore
  - 1 Administrator located in Germany
- Directed and assisted in the launch and continuous development of Shop FARO, FARO Technologies eCommerce store.
- Owner of the technical development and support of all FARO websites. (www.faro.com)
- Negotiated multiple contracts with vendors to ensure that FARO received the best deal for new tools, features, etc.
- Implemented DocuSign electronic signature to support procurement process and improve FARO Sales process to allow customers to streamline the overall purchasing process.
- Spearheaded the development of project governance procedures. Allowed for prioritization and transparency between departments, ensuring the right projects are being worked and communicated to the company.

CNA Insurance, Maitland, FL   2012 – 2017
IT Operations Director

- Drove deep integrations between legacy systems, new technologies, and Salesforce.
- Led and directed staff and work activities within Worldwide Operations and responsible for the performance and development of subordinate staff.
- Consulted with business area management, technology infrastructure staff, and end-users in the support and implementation of new and existing technology infrastructure.
- Reviewed systems specifications, technical implementation plans and led complex installation projects with clients, development staff, technology engineering, and vendors.
- Monitored project status and reports to appropriate management and business customers.
- Led the identification and resolution of complex IT operations and performance issues.
- Stayed up to date on trends and developments within functional area of expertise and within leading technologies.
- Continued responsibility from previously held position.

Application Development Manager, WWO, 2012 to 2015

- Implemented "Development Days" to improve the performance and development of subordinate staff.
- Mentored and delegated staff to lead projects and programs.
- Continued to lead integration of ASPIRE (Salesforce) application with Enterprise Policy Center.
- Worked closely with management to identify system requirements, assess impact to other systems, compare costs and benefits and recommended solutions for the highest risk programs.
- Directed all phases of the system development and implementation process including analysis, design, development and/or integration, testing, and on-going maintenance of ASPIRE application and all other WWO Business Solutions application programs.
- Provided direction on defined operational metrics and future organizational initiatives.

JP Morgan Chase, Melbourne, FL   **2008 to 2012**
Assistant Vice President, Business Analytics

- Developed and maintained all reporting and technology requirements for Default Escalations Department.
- Utilized Microsoft SharePoint to streamline access to reporting and improve ease of use.
- Maintained SharePoint site permissions and structure to ensure appropriate access levels are maintained.
- Automated daily reporting requirements utilizing Toad for Oracle and Toad for Data Analysis; allowing daily reports to be automatically, based on trigger events.
- Conducted analysis of 20+ reporting requirements to ensure accuracy and production.
- Increased business analytics efficiency by 60% in first 6 months.

Military Experience:
U.S. Air Force November 1997 – July 2008
SSgt, System Administrator, Operations Manager, Quality Assurance Specialist

- Managed and provided technical oversight to the Operations and Custodial Management of 296 million dollar Turkey Base Maintenance Contract, the largest maintenance contract in the United States Air Force.
- Coordinated the activities and monitored the performance of 72 contract personnel responsible for the maintenance and repair of Incirlik Air Base and seven other geographically separated units.
- Ensured technical assurance of 1,378 items and quality of work performed in the Customer Service department, Do-It-Yourself Store, Planning Department, Custodial Services, and Production Control Department.

EDUCATION:
Bachelor of Science Degree, Computer Programming
Everest University, Melbourne, FL

Certifications:

Salesforce Certified Data Cloud Consultant

Salesforce Certified AI Associate

Salesforce Certified Associate

Salesforce Certified Experience Cloud Consultant

Salesforce Certified Platform App Builder

Salesforce Certified Administrator