

Peter Keane

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Summary

I am an experienced team leader with a demonstrated history of success. I have over twenty years of experience as a Salesforce.com User, Administrator, Business Analyst, Designer, and Platform App Builder architecting solutions for businesses across America. I have expertise in Apex, Visualforce, and Lightning Web Components. While I can do this coding, my interest and direction is in Salesforce Platform Development and Administration.

I have spent the last several years as the owner of a single-person Salesforce.com ISV Partner, TelCloud. I look forward to moving into a team environment as I move forward with my career.

I've been managing and doing the administration of Salesforce.com for my clients Salesforce.com orgs since 2011. I have designed and led the development for several Salesforce.com AppExchange packages.

Today my company TelCloud sells, implements, and supports our AppExchange applications. These apps provide my customers with, quoting, commission processing and other functions directly within Salesforce.com or via API integrations to multiple different suppliers.

Prior to TelCloud, I spent twelve years of my career as the founder and CEO of a large national telecom and cloud services agency, Outreach Technology, originally known as KeaneTel. Prior to Outreach Technology, I spent an additional sixteen years in Telecom Carrier Sales Management.

I brought Outreach Technology from inception to the INC 5000 for three straight years - 2010, 2011, and 2012, before I sold the company in early 2013.

Skills

- Salesforce Certified Administrator
- Salesforce Sales Cloud Consultant
- Salesforce Advanced Administrator
(Tests scheduled for 5/2022)
- Salesforce Certified Platform App Builder
- Salesforce Application Development
- Salesforce.com UI design, documentation, implementation, and user training

Experience

01/2012 - Current

President, **TelCloud, LLC**, Bluffton, SC

- Salesforce.com ISV Partner
- I lead the design and development of Salesforce.com applications for the Telecommunication, Insurance and Field Service industries. These applications include high-volume commission processing applications, complex supplier-integrated API-driven quote generation applications, and other functions.
- Leveraged Agile methodologies to move development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation.

- Demonstrated exceptional interpersonal and communication skills, which improved team collaboration, customer relationships while enhancing the ROI for TelCloud and customers alike.
- Established and maintained key relationships with business stakeholders, in particular C Level Executives, to ensure project success and to promote future opportunities.
- Supervised teams of developers in analysis and creation of Salesforce.com Managed and Unmanaged packages.
- Coordinated installation of software systems and collaborated with user experience team on design and implementation of new features.
- Delivered end-user training on the features, functions and processes offered by each of the Applications
- Collected and defined customer requirements to produce product scopes for custom Salesforce.com Administration and development services engagements.
- Communicated with and gathered feedback from customers about progress updates and worked to resolve specific concerns.
- Communicated highly technical concepts using easy to understand terminology.
- Analyzed solutions and coding fixes for software problems.

01/2002 - 03/2013

President, **Outreach Technology, LLC**, Hilton Head Island, SC

- I opened the company in 2002. When I sold it in 2013 it had grown from \$15,000 to over \$12,000,000.00 in billable revenues and made the INC 5000 for three consecutive years.
- Applications developed here were the first of the TelCloud AppExchange apps.

Education and Training

**Salesforce Certified Platform App Builder,
Salesforce Certified Administrator**



Pending Certifications

Salesforce Certified Sales Cloud Consultant 4/22

Salesforce Certified Advanced Administrator 5/22

Salesforce Trailblazer

Ranger Rank - 170 Badges, 19 Trails, 91000 Points

11/2008

MSDT, Master SCUBA Diving Trainer

Professional Association of Dive Instructors, California

5/1975

State University of New York

Associate in Applied Science