sales*f*orce



# Welcome Syracuse Trailblazers September 24, 2021

### Agenda



Who Am I

What is Salesforce

Career

Trailhead

Trailblazer Community

Q&A





### Mike DeMaria

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Salesforce Developer 12x Salesforce Certified Professional IT Professional since 2001 Salesforce since January 2015 Comp Sci, Syracuse University

Leader of Syracuse NY Developer Group Previously worked as QA, BA, Tech Editor Email: mike.demaria@trailblazercgl.com Twitter: @demariamike

## **Cloud Computing**



Hi Mike DeMaria,

Congratulations, you are now a Salesforce Certified B2B Solution Architect (SU21)!

Test Taker Name: Mike DeMaria Exam: Salesforce Certified B2B Solution Architect (SU21) Result: Pass Date Completed: 18 September 2021

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**Syracuse University Email Experience in 1997** 

Remotely connect to 1 of 4 Unix timeshare servers

Thousands of students are connected at the same time The programs run on the remote server Your local machine is a glorified keyboard and display

Data processing, business logic, programs, user accounts, CPU, RAM, disk storage are remote

Your uploaded files were accessible from any timeshare

Soft quotas on disk storage, CPU time, RAM and pages served You could file a request for higher quotas if you needed it





Customer Relationship Management Platform (CRM)

Sales, Service, Case Management, Omni channel support (chat, voice, text, email) Customer portals & websites, A.I. predictions, field service, manufacturing, healthcare, non-profits Partners portals, Commerce, Quotes, Education/Higher Ed, Vaccine Tracking, College Degree Tracking

Cloud computing, multi tenant system

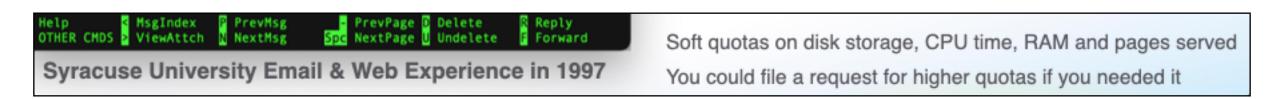
Data, code and processing primarily resides on Salesforce's servers Soft quotas on disk storage, CPU time, RAM and pages served You can buy higher quotas if you need it

Extensive, extendable and adaptable

Write your own processes, business logic, triggers and data validation rules No code, low code and fully coded options available







Cloud computing, multi tenant system

- Data, code and processing primarily resides on Salesforce's servers
- Soft quotas on disk storage, CPU time, RAM and pages served
- You can buy higher quotas if you need it







#### Usage

3 major releases every year (Spring, Summer, Winter) Licensed per user per month

#### Access

No software to install Web Browser Mobile App Mobile APIs in custom mobile app

### Subsidiaries

Quip

Slack





#### Demo

Sales Cloud - Create lead, Convert, Account, Opportunity, Task Service Cloud - Create Case for Xiao Sedat, See status path, Change page layout Reporting - Annual revenue of Accounts, grouped by State

#### User Stories:

As a sales agent, I want to rank my accounts in tiers, so that I can determine the most valuable clients. As a sales manager, I want my agents to tag accounts with a rating or a tier, so I can forecast accurately.



Demo

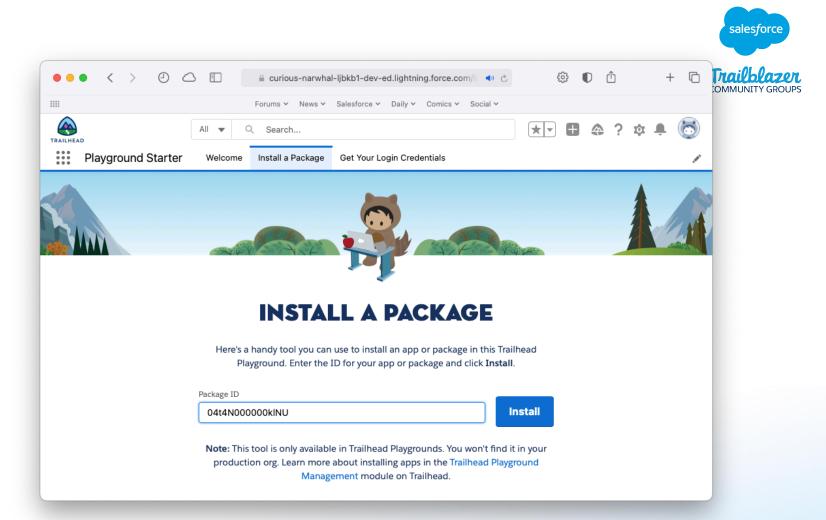
Degree Audit

Metadata available on website

Package ID: 04t4N000000kINU

Package URL: <a href="https://login.salesforce.com/packaging/installPackage.apexp?p0=04t4N000000klNU">https://login.salesforce.com/packaging/installPackage.apexp?p0=04t4N000000klNU</a>





| Career   |  | REMOTE Sa  | esforce Developer Position!   | Trailblaze                 |
|--|--|--|---|----------------------------|
| REMOTE Salesforce Developer Opportunity!   |  | Dear Mike,   |   |                            |
| I wanted to reach out because I came across your profile impressed with your background! As we start our search      |  |  | ell! I am working with a client that is lool<br>force Developer to join their team. | king for a                 |
| Salesforce Developer opportunity for thought I would see if you had a moment to connect.                             |  | The company is called <b>sectors</b> and they are based in NYC. They are a real-estate company that is growing exponentially and are |   | -                          |
| This is a \$55/hr 6-12 month contract opportunity, unfor no C2C for this position. JD attached!                      |  | constantly lo  | oking for new talent to join the team. Yo<br>ne internal platform.                  |                            |
| I don't want to assume you are in the market but would l<br>connect with you to see if you or anyone in your profess |  | well.  | the possibility of owning equity in the c   | ompany as                  |
| network may be a fit.  | Hi Mike,   |  | Hello Mike, I have just received a full   | -                          |
| Thank you in advance for<br>you soon!  | I am working with a Salesford<br>Developer role. They have a s<br>Consultants on board for imp | strong base o  |   | d pay and benefits. Let me |
| developer to do REST API an remote. \$130K   |  |  | s. The role is 100%   | - Ster                     |
| × ×  | Interested?  |  |   |                            |





Salesforce commissioned study claims:

- 50,000 job postings for Salesforce Admins in 2018, avg salary \$91k
- 90,000 job postings for Salesforce Developers in 2018, avg salary \$108k
- 30,000 job postings for Salesforce Business Analysts in 2018, avg salary \$84k
- 500,000 new jobs this year
- 4.2 million new Salesforce jobs by 2024







#### Paths:

- Administrator
- Create reports, dashboards, user management, creating fields, page layouts
- Developer
- Database query, front and back end coding, Javascript, data cleanup
- Adminveloper
  - Use low code tools for creating process automation, interactive UI elements, scripts
- Consultant
  - Often a multi-disciplinary role working closely with the client's business team
- Architect
  - Integration, data feeds, security, data modeling



### Trailhead



Free online learning with hands on training

https://trailhead.salesforce.com





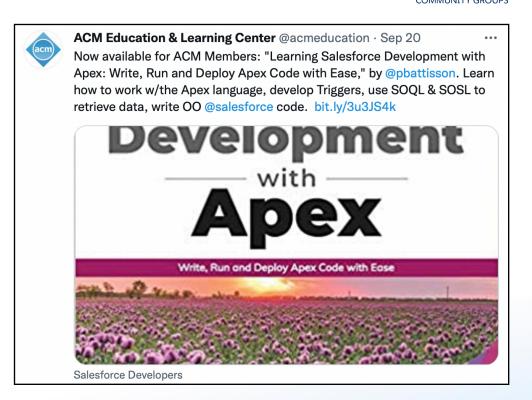
### Discounts



eBook available to ACM Members

https://trailhead.salesforce.com/credentials/cert-days (Save \$40)

Admin: Oct 4, Oct 21 Platform App Builder: Oct 18 Platform Dev 1: Sep 27, Oct 7 Sales Cloud Consultant: Sep 27, Oct 25



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https://trailhead.salesforce.com/de/help?article=Earn-Your-First-Certification-Giveaway-FAQ (Save \$200)



Earn your first cert by Nov 30, get voucher for a free exam



Calling All Trailblazers. Pioneer. Change maker. Lifelong learner. Yes, we're talking about you. If you're reading this, that makes you a Trailblazer. A leader who creates a path for others to follow. A friend who lifts up those who stand beside you. A family member who helps us build a better world. All of that is in you, and in all of us. Our Ohana is blazing trails across the globe, transforming the ways we work and live. And just imagine, if we all join together, the incredible impact we can make.

Marc Benioff Chairman / CEO Salesforce







The upside to all the virtual meetups this year is I get to really network with people, not just meet in passing for 2 hours a year.

Networking is more than just knowing someone, it's building trust and rapport.

— Mike DeMaria





- Trailblazer Community Groups (https://trailblazercommunitygroups.com)
- Dreamin' Events
- Ohana Slack (<u>https://mrockssf.site/2ooiWPo</u>)
- Twitter



Mike DeMaria @dema In 2 weeks, join me at eventbrite.com/e/food



come in handv t

#foodforce: Cooking with Cast Iron Join Melissa & Sarah as we talk "Cooking with Ca favorite skillet, griddle, or other cast iron tool & a ⊗ eventbrite.com

Thought - if you have a Rollup Summary on the master, does the resulting empty update on the master result in the LDS being refreshed? Haven't tried that, but it might...

> Akron, OH Administrator's Group @AkronGroup · Sep 29 Stop telling your Salesforce users how to work by building customizable experiences! Join us and @demariamike on November 4th!

#### Join us #TrailblazerCommunity

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Fall into Flow Series - Guest Speaker - Mike DeMari... I'm attending the Salesforce Admin Group, Akron, United States meeting on Nov 4, 2020! Join me ... & trailblazercommunitygroups.com

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Our Next Meetup:

Winter 22 Highlights & Dreamforce Recap Thursday, October 7, 6:00p - 8:00p Virtual (Zoom) meeting

https://trailblazercommunitygroups.com/events/details/salesforce-salesforce-developer-group-syracuse-united-statespresents-winter-22-highlights-dreamforce-recap/









