

DEVOHNE PEREZ MERCADO

SALESFORCE SOLUTION ARCHITECT

CONTACT

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PROFILE SUMMARY

Passionate about aligning technology with business goals—delivering reliable, user-centered Salesforce solutions that scale. I specialize in architecting end-to-end solutions tailored to business needs, balancing scalability, usability, and security. Proven track record across Sales, Service, Experience, Health, Manufacturing and Nonprofit Clouds, driving digital transformation and stakeholder success through strategic CRM design and consulting.

CERTIFICATIONS

10X Salesforce Certified
[FULL LIST AVAILABLE HERE](#)

- 2016
FARMINGDALE STATE COLLEGE
- Administrative Assistant / Microsoft Office Certified

SKILLS

- Project Management
- Scrum as an asset
- Marketing and Event Coordination
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

PREVIOUS PROJECTS

- W4Sight - Nonprofit Consultant '20 - 21
- ITequality - CPQ Consultant '20 - 21
- Street Youth Ministry - Jr Admin '19 - 20
- PepUp Tech - Sys Admin/Events Coordinator '17 - 19

CLOUD EXPERTISE

Sales Cloud, Service Cloud, NPSP, Agentforce, CRM Analytics, Media Cloud, Health Cloud, Manufacturing Cloud, CPQ

WORK EXPERIENCE

Torrent Consulting 2022 - 2025

Salesforce Consultant '22 - 23

Solution Architect '23 - '25

- Led end-to-end Salesforce implementations across Sales, Service, Manufacturing and Experience Clouds for mid-market and enterprise clients
- Designed scalable solutions aligning business goals with Salesforce best practices and platform capabilities
- Facilitated stakeholder workshops, gathering and translating requirements into technical solutions and user stories
- Collaborated with cross-functional teams, overseeing architecture, integration, and data migration strategies
- Provided ongoing client consulting, driving adoption, process improvement, and platform optimization

V2 Strategic Advisors

2021 - 2022

Salesforce Consultant

- Conducted deep-dive discovery sessions to document processes and identify optimization opportunities across GTM teams
- Configured and customized Salesforce to support lead-to-revenue workflows, enhancing reporting and data visibility
- Provided strategic consulting and training to drive user adoption and long-term platform success for B2B clients

KELL Partners

2020 - 2021

Salesforce Nonprofit Consultant

- Advised nonprofit clients on Salesforce Nonprofit Cloud solutions, aligning technology with mission-driven goals.
- Designed and configured donor management, fundraising, and program tracking systems to streamline nonprofit operations