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Education

2005

**Bachelor's Degree -
Business Information Technology**
Hanze University of Applied Science

Key Skills

- Ability to work in a fast-paced agile development environment
Driving the vision and culture of the organization in line with stakeholders' expectations
- Operates by the mandate to establish strong and during relationship between IT and the business and to increase the value realized from IT assets, investments, and capabilities.
- Excellent Negotiation, influence and presentation skills to an audience / stakeholders. Providing direction to the business operations, the Executive team and other major business units.
- Ensuring the organization adheres to all risk and regulatory compliance requirements.
- Development, implementation, monitoring and evaluating strategies, as well as improvement of processes and systems, to achieve the organizations' aims and objectives.

Erik Wiltjer

Salesforce Field Service, Sales, Marketing, AI

Erik is a dynamic leader with a strong track record in guiding large-scale enterprise clients in the Utility, Manufacturing, and Telecommunications sectors through complex technology transformations using Field Service solutions and Artificial Intelligence.

His expertise spans Salesforce Service, Sales, Marketing Cloud, ClickSoftware, ServiceMax Core and Asset360, where he excels at developing tailored solutions for common and complex SFS, ServiceMax Core & A360 challenges, powered by Artificial Intelligence. Erik ensures operational excellence and high standards of delivery, balancing the needs of clients, technicians, and headquarters.

Committed to fostering a culture of continuous improvement and nurturing future leaders, Erik brings visionary leadership to drive innovation and efficiency within your organization and for your clients.

Experience

Field Service Freelance Sr Solution Architect / Founder

Cold Sun Enterprise, Blainville, QC

Feb 2023 - Present



- Led the delivery of Salesforce advisory and implementation services, specializing in Sales Cloud, Service Cloud, and Field Service.
- Successfully integrated Salesforce solutions, including Salesforce Field Service, Asset360, and ServiceMax Core, to optimize business processes and enhance customer experience.
- Developed and executed the 'Quick Start' package, offering tailored solutions for clients with limited budgets.
- Partnered with organizations to drive digital transformation through AI-powered software and industry best practices.
- Spearheaded the creation of dynamic presentations and video content to attract and engage potential customers.

PRINCIPAL CONSULTANT / SR SOLUTION ARCHITECT

Uptima Technologies, Blainville, QC

April 2021 - Feb 2024



- Led the design and implementation of Salesforce solutions for clients.
- Provided expertise in Salesforce Service, Field Service, Sales, & Experience Cloud.
- Collaborated with stakeholders to gather requirements and designed scalable solutions.
- Architected custom solutions using Apex, Visualforce, Lightning Components, and other Salesforce technologies.
- Successfully implemented and optimized Salesforce solutions for various clients.
- Enhanced and customized functionalities in Service Cloud, Salesforce Field Service, Sales Cloud, and Experience Cloud.
- Designed and implemented solutions for Salesforce Field Service.
- Implemented and optimized Service Cloud solutions.
- Improved case management, customer support, and service processes.
- Played a key role in Sales Cloud implementations and optimizations.
- Customized processes to enhance sales processes, lead management, and reporting.
- Designed and implemented Experience Cloud solutions.
- Emphasized community portal designs and implementations, improving user experience and collaboration.



Licences and Certifications

Salesforce Certified AI Associate
Salesforce Certified Administrator
Salesforce Certified Service Cloud Consultant
Salesforce Certified Field Service Consultant
Certified Safe 4 Practitioner (Agile)
ServiceMax Asset360 Certified
Field Service Edge Level 3
Field Service Edge Level 2
Field Service Edge Level 1
ClickSoftware Certified Associate Consultant
ITIL Practitioner
Prince 2 Certified (Waterfall)

Language

Dutch (native)
English (fluent)
German (conversational)
Portuguese (conversational)
Flemish (fluent)

Key Clients

Marathon Oil
Enbridge Gas Distribution
Spire Energy
Metropolitan Utilities District
Black Hills Energy
Rogers
Bell
Konica Minolta
Advancing Eyecare
Stokes Equipments
Orora
Hancock Claims Consultants
BSC
MaRS
Kampen

CONSULTING MANAGER

PROMOTED

Diabsolut Inc, Toronto

Jan 2020 - Mar 2021



Erik oversaw the development and career advancement of a talented team of technical consultants, building strong relationships to encourage open communication. He set and monitored individual goals, conducted semi-annual reviews, and offered recommendations for promotions and role changes to the VP of Delivery and Operations. Erik also worked closely with the VP to allocate resources effectively and established trust with clients by providing guidance on business processes and technical architecture.

SOLUTION ARCHITECT & SR BUSINESS ANALYST

Diabsolut Inc, Toronto, Ontario

Mar 2013 - March 2021



At Diabsolut, Erik held a dual role as a Business Analyst and Solution Architect. He conducted thorough business analysis to enhance field service operations, collaborated closely with clients for requirements gathering and expert Salesforce guidance, and led successful projects from inception to completion. As a Solution Architect, Erik customized Salesforce Field Service Management for optimal functionality. He also managed and analyzed Salesforce data, provided essential training and support, and created comprehensive project documentation for seamless collaboration among stakeholders.

SENIOR MANAGER PROJECTS

Cognizant Technology Solutions, Netherlands

Aug 2012 - Mar 2013



In his role, Erik developed and managed IT project work breakdown structures, updated project plans, and ensured adherence to budgets, schedules, and scopes. He prepared status reports, assigned responsibilities, managed recruitment, and oversaw project budgets and implementation plans, including ROI analysis. Erik directed project activities, approved plan modifications, selected vendors, and established communication plans. He also addressed risks, resolved issues, monitored team performance, and assessed customer needs through surveys or direct communication.

SENIOR BUSINESS ANALYST

Philips Health Care, Eindhoven, Netherlands

May 2009 - Aug 2012



In his role, Erik expanded and optimized systems, conducted testing and maintenance of computer programs and systems, and coordinated their installation. He developed, documented, and updated system design and testing procedures, provided assistance to staff and users in troubleshooting computer-related issues, and reviewed computer printouts to identify and correct code problems. Erik also consulted with management and clients, coordinated computer systems for compatibility, determined software/hardware requirements, supervised teams, assessed pre-developed applications, designed computer systems, and provided training and recommendations for equipment and software.

TECHNICAL CONSULTANT

Clicksoftware, Slough, Hertfordshire, UK

Feb 2008 - May 2009



In his role, Erik analyzed and solved computer hardware and software issues, evaluated project plans for feasibility, and innovated technology. He consulted with various stakeholders to determine system requirements, designed computers and software, and managed network hardware and security.



Field Service Niche Experience

CLICKSOFTWARE / SERVICEMAX Core & A360

ClickSoftware

Erik has extensive experience working with ClickSoftware's suite of products, serving as a fully Certified ClickSoftware Consultant with over 8 years of expertise in ClickSchedule and ClickMobile. His journey includes hands-on involvement across Service Optimization versions 7.5 to 8.4, where he played a pivotal technical role in implementing ClickSchedule and ClickMobile solutions tailored to the specific needs and use cases of various customers.



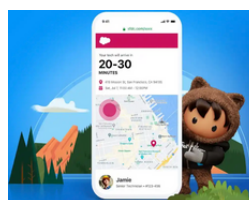
ServiceMax Core & Asset36

Leveraging his Certified ServiceMax Core and Asset360 Consultant statuses, Erik seamlessly integrated ServiceMax's suite (Core & Asset360) into his clients' existing systems and processes, effectively reducing learning curves. He possesses extensive expertise in implementing, configuring, and documenting all aspects of Service Performance Management (SPM), including Wizards, Transactions, Advanced Filtering, optimization fine-tuning, service territory management, appointment booking processes, and scheduling policies. Erik is proficient in managing mobile forms, connections, and layouts through the admin tools. These powerful tools have been expertly configured and customized to meet the precise requirements of his clients' organizations, making them key components in their journey toward operational excellence.



Customer Engagement - Appointment Assistant

Implemented Appointment Assistant for key clients focused on prioritizing customer experience. This involved integrating an add-on (Managed Package) of Salesforce Field Service (SFS) known as Appointment Assistant, also referred to as "Last Mile." This enhancement provided advanced features including an improved service report, real-time technician location tracking, and superior communication channels with customers via text messages, digital engagement (social media), and experience sites. This integration allowed customers to see accurate arrival times. When implemented correctly, it significantly elevates customer service to a new level.





Field Service Niche Experience

Digital Engagement

Erik designed and implemented a comprehensive digital engagement strategy within Salesforce Service Cloud, leveraging Omni-Channel routing and customized channel object linking to streamline case management. He configured Web Chat and Messaging channels to facilitate real-time support, enabling seamless customer interactions across SMS, chat, and social media platforms. Additionally, Erik integrated Salesforce Einstein Bots to automate chat handling, effectively reducing response times and improving efficiency by triaging and routing inquiries based on customer needs. He optimized Omni-Channel presence and routing to dynamically allocate cases and messages to the most appropriate agents, enhancing service levels and boosting agent productivity. Furthermore, Erik enabled detailed reporting and analytics to monitor engagement performance, customer satisfaction, and operational efficiency across digital channels, providing actionable insights to refine and enhance the digital engagement strategy.



Cloud Contact Centers: RingCentral / Five9 / 8X8

Erik has successfully implemented Five9, 8x8, and RingCentral within Salesforce Service Cloud to enhance customer service operations. For Five9, he integrated advanced call routing and predictive dialing, significantly boosting agent productivity. With 8x8, he enabled seamless omnichannel communication, including voice, video, and SMS, directly within Salesforce. His implementation of RingCentral provided a comprehensive UCaaS solution, integrating voice, messaging, and video conferencing, creating a unified communication experience. These integrations streamlined case management, improved response times, and delivered valuable insights through real-time analytics, resulting in higher customer satisfaction and operational efficiency.



Key Notes

- Demonstrated expertise in configuration, functional, and solution architecture with both ServiceMax Core and Asset360, with approximately 3-4 years of dedicated experience in ServiceMax Core.
- Successfully executed ServiceMax migration projects to Field Service Lightning (SFS).
- Implemented the SFS add-on Appointment Assistant for three key clients in 2023 and 2024.
- Possesses 15 years of experience in Field Service Management within the healthcare sector (Philips, Konica Minolta, Advancing Eyecare) and has strong exposure to best practices in the utility and telecommunications industries.