

Jose M. Salazar currently leads Qral Group's service offerings in CRM Strategy and Systems Design, Deployment, & On-Going Operations



Professional Work Experience

- Alexion, Global Systems Coordinator, Oct'12 - Apr'17
- Alexion, Salesforce Technical Architect, Mar'06 - Oct'12

Education

- University of Birmingham, MSc, 2004. Computer Science
- Université Pierre et Marie Curie (Paris VI)
- Tecnológico de Monterrey, BSc, 1993. Mechanical Engineering

Dedicated >11 years working for an industry-leading, ultra-orphan global commercial organization design, deploy, and operate a 70+ country global CRM system. Detailed operational experience across all aspects of a Salesforce and Veeva-based CRM system.

Relevant rare disease industry experience:

- Responsible for creation and maintenance of technical CRM solutions, that provide simplification, efficiency, and higher level of productivity for users.
- Requirements analysis, drawing up specific proposals for modified or replacement systems according to business needs.
- Coordination with global system leads to implement and enforce system standards/minimum requirements across regions.
- Collaboration with global analytics groups to ensure data quality and integrity.
- Coordination with development, application support and testing groups to ensure technical compatibility and business satisfaction.
- Implementation of change management process for commercial operations CRM systems.

Technical Skills & Expertise

salesforce.com	Java, SQL, HTML,	Apex Programming
Veeva	JavaScript, VBA	force.com Development
Enterprise Software	Project Management	Visualforce Pages