

First Last

Junior Salesforce Administrator

Junior Salesforce Administrator with 9 years of experience helping teams solve problems and eager to manage and optimize the Salesforce ecosystem. Key achievement: provided technical support for 4K users of Salesforce CRM system, trained them on new updates and functionalities, assisted in troubleshooting complaints with existing systems, and resolved 93% of the issues submitted within 24 hours record time

WORK EXPERIENCE

Resume Worded, New York, NY

Junior Salesforce Administrator

07/2019 – Present

- Added, removed and updated 2K user roles and profiles (based on job titles), and also managed license administration, received early promotion and 10% pay rise.
- Created 10 reports including summary, matrix, pie charts, dashboards, and report folders which improved the ability of RW's managers to utilize Salesforce by 89%.
- Provided technical support for 4K users of the Salesforce CRM system, trained them on new updates and functionalities, assisted in troubleshooting complaints with existing systems, and resolved 93% of the issues submitted within 24 hours record time.
- Managed Salesforce application user profiles, roles, permissions, generating security tokens, and validation rules for 10K users.

Growthsi, San Francisco, CA

Salesforce Analyst

05/2017 – 10/2019

- Enhanced RW's learning administration application, Student Exam Tracker (S.E.T), which serves 29K users by automating processes that assigned permissions; and created an approval process for courses.
- Developed 500 learning tests and also automated the process that uploads students' results to the S.E.T, improving student exam success rate by 95%.
- Improved the learning experience of 10K S.E.T users by troubleshooting and resolving 700 complaints of students within 72 hours.
- Created and successfully deployed Salesforce applications to 85 offices across 3 continents, receiving a customer satisfaction rating of 8/10 from a survey conducted among 45K users.

Resume Worded's Exciting Company, New York, NY

Technical Program Coordinator

08/2012 – 01/2015

- Championed process improvements for greater efficiency in software deployment processes, leading to cost savings of \$900K yearly for 3 companies.
- Leveraged Visualforce pages to deliver guided CX for 5K RW customers, reduced average sale-to-activation by 60% or 4 days.
- Redesigned Salesforce application purpose for RW customers, successfully retaining 2 major HNI clients and helping the sales department secure a \$5M new two-year contract.
- Expanded the services division of Resume Worded from 10 to 47 in Canada and France without sales staff.

CONTACT

- Denver, CO (Open to Remote)
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SKILLS

Technical:

- MS Visio (Advanced)
- Bootstrap (Experienced)
- Salesforce Trailhead
- Workflow & Approvals
- SQL Loader

Techniques:

- Apex Programming
- Visualforce Pages
- Salesforce.com Administration

Tools:

- Microsoft Excel
- SQL
- JavaScript
- Filemaker
- VUI/CTI

- Don't forget to use [Resume Worded](#) to scan your resume before you send it off (it's free and proven to get you more jobs)

EDUCATION

Resume Worded University

Bachelor of Science

Business Administration

Boston, MA – 05/2017

Awards: Resume Worded Teaching Fellow (only 5 awarded to class), Dean's List 2012 (Top 10%)

OTHER

- Salesforce Certified Advanced Administrator.
- Salesforce Certified Community Cloud Consultant.
- Lightning Experience Reports & Dashboards Specialist (Superbadge).