FIRST LAST

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PROFESSIONAL EXPERIENCE

Resume Worded, New York, NY   Jun 2018 – Present
Salesforce Administrator
- Resolved 80% of 4K Salesforce total end users' requests and complaints within a 24-hour window for 9 months consecutively.
- Completed a 95% successful onboarding of 2.4K Salesforce mobile users, recognized with a Diamond Star Award for excellent performance in 2019 and 2021.
- Redesigned 15 Salesforce functionalities for 3 companies, enhancing their business processes by 45%.
- Updated 7 custom forms applications for the RW procurement department, successfully adding 315 extra users which was a 17% improvement from the previous year.
- Managed administrative configurations, user roles/profiling, and security settings for all users after persuading RW's management to purchase a $75K license for staff members, the decision paid off with a 15% ROI in 2 years.

Growthsi, New York, NY   Jan 2015 – May 2018
Business Analyst
- Led 10 business analysts to automate repetitive process flows using Excel Macros / VBA and reduce analysis time by 10+ hours per week.
- Managed and mentored 6 graduate analysts; aided in development leading to the highest performance ratings
- Collaborated with a team of 5 engineers and 8 analysts across Europe and North America to generate annual revenues in excess of $10MM in 2014.
- Worked with a team of 2 analysts towards saving 15 clients $100M, acted as an Engagement Manager by managing relationships with 9 stakeholders.

Resume Worded's Exciting Company, San Diego, CA   May 2010 – Dec 2014
Data Scientist
- Introduced deep learning models to 6 HMOs which helped them to predict the risk of mortality for 7K patients based on their digital health record data and hospital notes, attaining an 85% accuracy compared to manual review by physicians.
- Developed machine-learning algorithms to predict customer churn based on behavioral data, reducing RW's cost of new customer acquisition by 19%.
- Designed a recommendation engine using collaborative filtering techniques which increased RW sales by 45% in Q1 and Q2 of 2013.
- Led the consolidation of 10 data systems into 1, resulting in over $55k in annual savings for 5 major clients of RW.

EDUCATION

Resume Worded University, San Francisco, CA   April 2010
Bachelor of Science; Business Administration

SKILLS

- Technical
- Software
- Languages

- Agile Methodologies
- SOSL
- Italian (Native)

- Apex Data Loader
- SQL
- Polish (Fluent)

- Visualforce
- SOQL
- Greek (Conversational)