

First Last

Salesforce Consultant

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Salesforce consultant with 9 years of experience in the technology business. Possess the ability to lead and manage Salesforce implementations from start to finish while working with customers and team members to ensure a successful outcome. Key achievement: managed cases and onboarded support team, which led to 10 upgraded KPIs including an improvement of first-call resolution rate by 56% and agent satisfaction by 72%.

RELEVANT WORK EXPERIENCE

Resume Worded, New York, NY

2015 – Present

Salesforce Consultant

- Supervised and implemented the migration to Salesforce CRM for a database containing 100K entries of existing clients, reducing customer processing time by 40% using Salesforce Sales Cloud.
- Managed cases and onboarded support team, which led to 10 upgraded KPIs including an improvement of first call resolution rate by 56% and agent satisfaction by 72%.
- Transferred 7 business units into a shared global Salesforce platform, saving Resume Worded ~\$15M every year on legacy platforms.
- Developed prototype demonstrations, managed system configurations, and set up 10K users, thereby assisting the sales department meet its \$15M target in 2019.
- Provided responsive and professional support to 8K existing clients, and developed 900 new relationships within 4 months.

Growthsi, San Francisco, CA

2013 – 2015

Java Developer

- Improved 10 clients' web reporting systems by applying innovative approaches which substantially reduced their financial tracking analysis time by 45% every quarter.
- Drove data loading time 80% down by writing a consistent, structured, and secured PHP code significantly reducing errors and complaints from users.
- Overhauled the company's website by increasing graphics usage by 50% and mobile responsiveness by 100%, generating 80% more leads via email capture forms, and reduced bounce rate by 55%.

Resume Worded Exciting Company, San Francisco, CA

2011 – 2013

Junior Web Developer

- Reduced abandoned transactions in 1 year by upgrading RW's e-commerce website from scratch using PHP, MySQL, and HTML5 to sell products online, leading to a \$10M sales profit.
- Assisted to provide technical support for existing web applications including troubleshooting bugs and providing solutions, reduced customer complaints by 80%.
- Collaborated with 10 designers and 6 developers to create responsive websites compatible with over 18 devices, improving site visits from 10K to 50K in 6 months.

EDUCATION

Resume Worded University, New York, NY

2010

Bachelor of Science – Business Administration

SKILLS

Technical Skills: Visualforce (Advanced), Apex (Experienced), Lightning, SOQL, Data processing, Microsoft SQL.

Languages: English (Native), German (Fluent), French (Conversational)