

# First Last

## Salesforce Project Manager

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### WORK EXPERIENCE

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Resume Worded, New York, NY

09/2017 – Present

*Education technology startup with 40+ employees and 80m+ annual revenue*

#### Salesforce Project Manager

- Improved customer service by 30% by identifying sales data trends with Salesforce reports; reduced average lead-to-sale time conversion by 17% by implementing improved tracking methods.
- Developed a Salesforce workflow to automate data entry, decreasing errors by 19% and saving 12 person-hours per month.
- Led training sessions for 124 employees on how to use Salesforce tools, thereby increasing work efficiency by 87% in 3 months.
- Managed a team of 27 Salesforce Administrators and assisted in implementing 11 new projects, maintenance, training, and troubleshooting.

Polyhire, London, United Kingdom

12/2015 – 08/2017

*NYSE recruitment and employer startup technology*

#### Salesforce Admin

- Created and maintained 85 Salesforce reports for the sales team, thus increasing productivity by 69% in the first month of employment.
- Designed a system to track satisfaction ratings of 7K customers that improved client retention by 15%.
- Implemented automation tools that reduced average ticket response time by 10%, from 3 hours to 35 minutes.

Growthsj, London, United Kingdom

09/2013 – 11/2015

*Career training and membership SaaS with 130k paying users*

#### Junior Salesforce Admin

- Maintained a Salesforce instance for over 15 sales teams and increased client retention rate by 15% in 5 months by developing new retention strategies.
- Provided technical support to 300 users of the Salesforce CRM system on new features by troubleshooting issues with existing systems, improving efficiency by 17%.
- Liaised with 14 departments to identify improvement areas in productivity and workflow efficiency, simplifying processes across 32 teams.

**Access Control Specialist**, ABC Company, London, United Kingdom

08/2010 – 08/2013

**IT Program Analyst**, XYZ Company, London, United Kingdom

02/2006 – 07/2010

### EDUCATION

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Resume Worded University, New York, NY

01/2006

Master of Science – Management

### SKILLS

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**Technical Skills:** Agile Methodologies (Advanced), Visualforce Pages (Experienced), Apex Programming.

**Techniques:** Project Conceptualization, Business Process, Cross-functional Team Leadership (Advanced).

**Tools and Software:** Jira, Oracle, GITHUB, JavaScript, SOAP, Salesforce, SOQL, Fore.com, Agile, CRM.