

ID CANDIDATE	ROLE	AVAILABILITY
1212	Salesforce Administrator	30 days

PROFILE RESUME

Results-driven Salesforce Administrator with over 6 years of experience managing day-to-day Salesforce operations, including user setup, security, reports, and system configurations. Adept at optimizing platform efficiency, streamlining workflows, and delivering data-driven solutions to support business objectives. Certified Salesforce Administrator with a proven track record of enhancing user adoption and system performance.

TECHNICAL SKILLS

Salesforce, Salesforce Lightning Platform, Data Loader, Workbench, Salesforce Inspector, Change Sets, Developer Console, Flow Builder, Permission Set Analyzer, Reports and Dashboards, AppExchange, SQL/SOQL/SOSL, Apex, REST/SOAP APIs

EXPERIENCE

Technology Industry

01/2020 – Present

Salesforce Administrator

- Manage daily Salesforce operations, including user setup, security configurations, and system maintenance, ensuring 99.9% platform uptime.
- Design and implement custom reports and dashboards, reducing reporting time by 30% and providing actionable insights for sales teams.
- Configure workflows, process builders, and flows to automate business processes, improving operational efficiency by 25%.
- Conduct user training sessions, increasing user adoption rates by 40% and enhancing platform proficiency.
- Collaborate with cross-functional teams to integrate Salesforce with third-party applications, streamlining data flow.

CRM Consulting Industry

06/2018 – 12/2019

Junior Salesforce Administrator

- Supported user account management, including onboarding, deactivating, and role assignments for 200+ users.
- Developed and maintained custom objects and fields, aligning Salesforce with evolving business needs.
- Assisted in data migration projects, ensuring 100% data accuracy during platform upgrades.
- Provided tier-1 support, resolving 95% of user issues within 24 hours.

LANGUAGES

English: Fluent

Polish: Native

COURSES AND CERTIFICATION

Salesforce Certified Administrator 01/2020

Salesforce Certified Advanced Administrator 01/2022

Salesforce Certified Platform App Builder 01/2023

EDUCATION

University of Warsaw, Poland	Master of Science in Information Technology	01/2016 – 01/2018
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Jagiellonian University, Krakow, Poland	Bachelor of Science in Computer Science	01/2013 – 01/2016
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