

Don Jones

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Leadership

Certified Salesforce Admin

Customer Service

Dependable

Multitasker

Problem Solver

EDUCATION & CERTIFICATIONS

Salesforce Administrator Career Certificate – Pathstream, Online	2021
Salesforce Certified Administrator (ADM 201) Credential ID 123456789	2021
Bachelor Degree – Syracuse University, Syracuse NY	2015

RELEVANT EXPERIENCE

Salesforce Administrator Career Certificate **06/2021**

- Leveraged Salesforce's process automation tools to manage leads, cases, and opportunities to improve sales and customer success.
- Configured advanced reporting, dashboards, and analytical tools in Sales Lightning Cloud to measure and improve sales team performance, and meet specific stakeholder requests.
- Implemented validation rules, duplicate management, and required fields to ensure org-wide data integrity.
- Configured custom reporting tools, permissions and security features through the implementation of custom profiles and permission sets.

Business Sales Representative - Food 32, Syracuse, NY **09/2020 – 02/2021**

- Asked open-ended questions over the phone to uncover customer needs and presented services to solve business problems
- Handled daily customer service calls and de-escalated customers by being empathetic and actively listened to their concerns
- Documented orders in Microsoft Excel to track progress and communicate with other departments when necessary
- Followed up with prospective customers to reach sales goals
- Maintained a relationship with customers via Outlook e-mail and obtained further business


Management Assistant - London's Cars, East Syracuse NY **08/2017 - 04/2020**


- Maintained a professional relationship with corporate customers by exceeding their expectations
- Independently ran branch and made sure tasks were completed on time which created a seamless customer experience
- Spoke with local body shops and corporate companies over the phone to set up reservations and coordinated deliveries
- Taught new hires the rental process by explaining how to use the rental tablet and guided them through transactions
- Managed business accounts by being a reliable point of contact and resolved issues immediately
- Sold rental car protection by explaining the benefits and overcame rejection which led to a promotion

Adeline Palmerston

Seeking a meaningful role at a company that utilizes my creativity and experiences while offering opportunities for career growth.

CONTACT

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 hello@reallygreatsite.com

EDUCATION

UX Design Immersive

General Assembly | 2018

M.S. Education

Uconn | May 2017

B.A. Biology & Education

Uconn | May 2013

SKILLS

Communication

Project Management

Research

User Experience Design

Prototyping

SOFTWARE

Axure RP

InVision

Microsoft Office Suite

Salesforce Sales Cloud

Salesforce Service Cloud

Sketch

EXPERIENCE

Salesforce Administrator Career Certificate

NYU Tandon, Remote / Jan 2021 – May 2021

- Implemented Salesforce customizations (included new fields, layouts, and objects) to meet CRM needs of sales employees
- Customized security controls, password requirements, and profile-level security measures to ensure data protection for a Salesforce instance
- Developed and maintained all reports, dashboards, workflows, and sharing rules for a Salesforce instance to improve pipeline management and forecasting capabilities

Contract – Project Manager

Airial, Newtown, CT / Aug 2020 – Dec 2020

- Tracked and managed a mobile app design project for a small startup company.
- Monitored and presented the progress of the project to the Founder.
- Organized and led project meetings.

Freelance - UX Designer

PureLife, Boston, MA / Nov 2018 – Feb 2019

- Planned and executed projects using agile and lean methodologies.
- Developed and monitored project plans and schedules.
- Organized project documents and meeting notes.

Science Teacher

Boston Public schools, MA / Sept 2017 – Jun 2018

- Designed and taught innovative content, while creating a positive learning environment.
- Differentiated education materials to fit the needs of students to enhance learning and make curriculum accessible.
- Managed multiple tasks and projects while meeting deadlines.