Salesforce Administrator

Career Summary

2020-2021

IT Analyst/Senior Salesforce License Administrator, Philip Morris Poland

- Acting as a liaison between markets, stakeholders, and developers in order to track and forecast monthly/yearly
- Salesforce license requisition Being a technical SME on Salesforce Administration
- Monthly provisioning for all Salesforce products used by the company
- Estimating the market growth and shaping the platform in order to ensure smooth transitions and undisrupted workflow
- Overseeing license cycle License recycling
- Working closely with developers and consultants in order to prepare custom licenses for highly specialized users
- Direct cooperation with Salesforce representatives on all levels Creating technical documentation
- Educating market POC's on license usage and best practices

2019-2020

Salesforce QA/Administrator, Gain Capital Poland Sp. z o.o.

- Documenting, communicating and tracking the progress of defects through resolution and production rollout
- Owning a change from development through to production release and assisting with internal documentation and well as documentation for end users
- Diving into ongoing projects and asking the appropriate questions to plan and create test cases and understand what needs to be done regarding integration and regression testing
- Providing recommendations and executing on appropriate testing strategies and methodologies for assigned work
- Working collaboratively with cross-functional team members to advise and ensure appropriate testing on projects and serve as a conduit in delivering quality result
- Daily administration and support of Salesforce database including, but not limited to development of customized reports and dashboards, managing user setups, profiles and roles, database de-duping and cleanup and campaign tagging.
- Implementing salesforce functionality and acting as a knowledgeable liaison between technical teams, testing teams and business stakeholders during the implementation phase

Senior Business & Technology Delivery Analyst, Accenture   2017-2019

- Working with the team to actively monitor and troubleshoot issues in SFDC production environment
- Serving as Acting Shift Lead
- Providing guidance and training to new colleagues in the team

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- Performing User Access Management Admin activities - managing roles, licenses, profiles, and permission sets on the Salesforce.com instance on a daily basis
- Gathering requirements and building processes related to UAM automation Working closely with developers to proactively build functionalities and deliver them on time
- Creating Test scenarios and performing manual tests

Junior Business & Technology Delivery Analyst, Accenture   2017-2017

- Providing level 1 and level 2 support as a first point of contact for client
- Constant monitoring of dashboards to proactively identify problems
- Implementing basic troubleshooting solutions, assigning the tickets to concerned groups/individuals for execution, engaging on-call procedures in case a major incident is recognized
- Serving as a liaison between customer and Developers team to overcome application issues and maintain an established business relationship
- Working closely with Developers and Platform Team to resolve system issues quickly and efficiently
- Building and maintaining a knowledge Base to support effective information flow and ticket solving
- Achieving targets associated with the Service Level Agreement
- Technologies/tools used on a daily basis: Jira, Confluence, Service Now, Salesforce, DataLoader
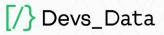
Education

Information Technology/Polish - Japanese Academy of Information Technology   2015-2019

Skills

Tech: Salesforce Administration, Business Analysis, Manual Testing, Basic programming, (Java, SQL), Proficient in Microsoft Office/Lotus Notes/Atlassian Tools/Service/Now/Windows OS and Linux, Ready to work in a group as well as individually, Quick-learner, Customer-oriented, Highly focused on problem-solving

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Languages

Polish - native
English - C1
Russian - B1