|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **PROFESSIONAL**  **SUMMARY** | High-performing IT professional with a successful career in **Salesforce** & **Customer Relationship Management and Information Technology** that supports business objectives. Possess excellent interpersonal, analytical, and organizational skills. Well-rounded in CRM Application Support Administrator skills. Fully Bilingual, in English and Spanish. | | **SKILLS** | * Application Development - System Analysis * Program Testing / Analysis - Internal and Remote Customer Support * Problem Resolution - Escalation Support   **SOFTWARE SKILLS**  Salesforce, Siebel, DocuSign, JD Edwards / AS 400, Jira, Service Now, LogMeIn Rescue, Box, Slack, MS Team, BMC Services, Remedy, Track-It, Clarity, Teamviewer, Snag-It, Active Directory, System Backup, SystemTroubleshooting, and Client Configuration. | | **WORK HISTORY** | **LENNAR CORPORATION** – Miami, FL  **Lead Analyst -Salesforce Administrator Support** **March 2022 – April 2024**   * Used Service Now to manage, support, and resolve Salesforce issues 20 to 60 inbound calls, emails, and MS Team Chat messages daily, to create, follow up, and update resolution tickets or escalate Salesforce-related issues to the development team. * Delivered the Salesforce Tier 2 (SFDC Support Team) backup for any escalation for any issue that needs to be addressed for Tier 3 (Development Team) including Severity 1 escalation issues. * Served as the first point of escalation and subject matter expert for any Salesforce Tier 2 issues. * Led and facilitated the SFDC Support Team on the daily check-in meetings and participated in the Daily Change Management meetings and Product Owners on different applications. * Conducted Salesforce Support training for new team members and collaborated on creating video training and trained Service Desk (Salesforce Tier 1) and Salesforce Tier 2 on any new knowledge base topics, and collaborated with Tier 3 (Development Team) to document processes.   **LENNAR CORPORATION** – Miami/Sunrise, FL  **Salesforce - CRM Application Administrator**  **July 2017 – March 2022**   * Provided support and resolved Salesforce, DocuSign, and JDE-related issues within SLAs. * Maintained user accounts and managed system access with profiles, roles, and permission sets and Created reports and dashboards for data management for company associates. * Serve as a liaison between Developers and associates when troubleshooting complex issues and collaborated with managers from different divisions to gather and define new system requirements. * Kept current and document system changes in SOP’s document (Sales Operation Process) and new training materials and provided training for new associates and retraining for current associates to improve system utilization. * Managed defects and enhancements in Jira to improve system efficiency and user experience in testing, new application changes, and new software releases. * Analyzed data, wrote test cases, completed UAT, and trained users to ensure a smooth system migration from Siebel (CRM On Demand) to Salesforce for 6,000+ users from 07/2017 – 10/2018.   **CUMMINGS ACCOUNTING FIRM / DBK CONCEPTS LLC.** – Miami, FL  **IT Support Specialist – FREELANCE** **March 2016 – July 2017**  **COMMONWEALTH – ALTADIS, INC.** – Ft. Lauderdale, FL **2012 – 2016**  **Siebel CRM Application Administrator January 2014 – March 2016**   * Siebel Administrations which includes managing users and accounts (Retail Outlets) daily. * Assisted end users with Siebel local database recovery which include synchronization issues and database corruptions to prevent losing data and steps taken to resolve them in Service Now. * Provided Siebel training and followed up with end users over the phone or remotely using internal remote software, Windows Remote Tools, Log Me In, and Team Viewer. * Assisted local IS Level 2/3 and remote teams which supported the maintenance of Siebel 8.0 & upgrades to Siebel Open UI 8.1 by providing and reviewing technical process. * Performed a Nationwide company project where over 800 management laptops were upgraded to a new and improve Siebel 8.1. The duration of the project took over 4 months of testing and implementation. Following continues maintenance to ensure full functionality of the application and consistency in the environment. | | **EDUCATION** | **Salesforce Administrator Certification |** Salesforce – Trailheads, Focus On Force – Expected in July 2024  **Network Associates Program │** **CompTIA Network+ and CompTIA A+** │The Academy of South Florida (Vocational School). Graduated 2011  **Computer Information Systems** │Miami-Dade College  **Computer Science / Health Information** **Management** │Broward Community College | |