

# VANESSA FORD

## Salesforce Consultant

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### SUMMARY

Experienced Salesforce Consultant with 4+ years of hands-on experience in Salesforce administration and development. Strong communication and problem-solving skills, demonstrated through successful project delivery and resolving complex issues. Passionate about OffSec's mission and culture, ready to contribute to the team's success. Proficient in Salesforce Administration, Sales Cloud, and CPQ. Bachelor's Degree in Computer Science from the University of ABC. Certified Salesforce Administrator with additional courses in advanced administration. Most proud of implementing automation processes resulting in improved efficiency and consistently exceeding client expectations. Looking forward to leveraging my experience and technical skills to drive success at Offensive Security.

### EXPERIENCE

#### Salesforce Consultant

**ABC Consulting**    📅 2022 - Ongoing    📍 Los Angeles, CA

Implemented Salesforce configuration changes for clients, including approval processes, page layouts, and custom settings. Created training materials and conducted workshops for end-users.

- Collaborated with clients to gather and analyze requirements, resulting in a 20% increase in user adoption.
- Developed and executed test scripts for system enhancements, ensuring smooth deployment and functionality.
- Provided ongoing support and maintenance for Salesforce platform, resolving user issues and optimizing system performance.

#### Salesforce Administrator

**XYZ Corporation**    📅 2017 - 2022    📍 San Francisco, CA




Managed user and license management activities in Salesforce, including roles, profiles, and permissions. Developed and maintained data quality rules and automation processes.

- Implemented data deduplication process, reducing duplicate records by 30% and improving data accuracy.
- Led the migration of legacy CRM data into Salesforce, resulting in a streamlined data management process.
- Generated reports and dashboards to provide management with real-time insights, aiding in decision-making.

### MY LIFE PHILOSOPHY

Success is not final, failure is not fatal: It is the courage to continue that counts. - Winston Churchill

### STRENGTHS

-  **Communication**  
Excellent communication skills demonstrated through collaborating with cross-functional teams resulting in successful project delivery.
-  **Problem Solving**  
Strong problem-solving skills proven by identifying and resolving complex issues, resulting in improved system functionality.
-  **Adaptability**  
Highly adaptable and able to work in fast-paced environments, managing competing priorities and meeting tight deadlines.

### SKILLS

#### Salesforce Administration

Sales Cloud    CPQ

Community/Portal Sites    Workflow

Process Builder    Flow

Assignment Rules

Approval Processes

Data Management    Reporting

Documentation