Amanda L. Yonce

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Early Career Salesforce Administration & Software Development Professional

Full-Stack Web Development �֎ Software Development Life Cycle (SDLC) Management ✖ Coding ✖ IT Project Support

Solutions-oriented, aspiring Early Career Salesforce Administration & Software Development Professional with early career experience in comprehensive applications development, learning technologies and gaining a deep understanding of the software engineering discipline, architecture and challenges within the IT field. Pragmatic technical project supporter adept at complex problem solving, solution identification, best practice methodology execution, and emerging technology utilization. Resourceful team player and lifelong learner with a strong and tireless work ethic capable of resolving code problems and developing and maintaining custom software applications to meet business needs. Seeking to leverage background and capability of learning and adapting to new technologies within any development language into a junior Salesforce administrator or junior Salesforce developer role for a progressive organization.

Key Transferable Contributions & Academia-Based Experience

↗ Provides technical and functional support for Salesforce CRM including system modifications relative to business change and user need, resolving technical application issues, assisting help desk directly to the end-user community and lines of business teams, and supporting the transition of data to Salesforce.

↗ Collaborates cross-functionally while conducting research, deriving data analysis, producing reports, and presenting research findings for continuous Salesforce dashboard improvement.

↗ Provides procedural and technical improvements, new business unit integrations and workflow initiatives for efficiency.

↗ Ensures the successful implementation and usage of Salesforce by core users, while developing tailored business plans for all departmental users.

↗ Secures, maintains, analyzes, and reports on all of the records and data sources housed within Salesforce platform.

↗ Assists in developing sales campaign strategies and tactics through an understanding of all data fields and sources available, while offering recommendations for potential sales leads.

↗ Manages profiles, roles, sharing rules, and other security settings for multiple users in different roles (sales representatives, sales managers), and assists users with day-to-day questions, problems, issues, and training related to CRM.

↗ Creates and refines reports and dashboards combining user-updated and historical data for executive team.

↗ Support IT department to work with vendors and develop customized solutions to enhance business processes and maximize internal usage.

↗ Supports IT department to manage the design, testing, and delivery of all new CRM system functionality and enhancements.

↗ Earned the Salesforce Administrator Certificate while possessing a Ranger Rank on the Salesforce Trailhead, the highest rank possible.

Core Technical & IT Operational Skills

Client Communication & Management, Research, Analysis & Writing, Continuous Process Improvements, Django, Python3, Javascript, HTML, CSS, Apex, Git, Github, Gitlab, Canvas, Firebase, Bootstrap, GIMP, VS Code, NPM, React, Redux, NodeJs, MongoDB, API, Heroku, Salesforce, Slack, MS Office Suite, Adobe Photoshop

Career History

KENZIE ACADEMY | REMOTE   **2019 to Present**

Part-Time Student Coach/Mentor (2020-Present) | Front-End Developer Certificate (2019-2020)

↗ Retained interest and drove receptive learning by mentoring Dev course students and utilizing instructional techniques, and grading assignments with corrective action for maximum knowledge retention and performance improvement.

↗ Completed a 6-month SE program focused on front-end development/design and data structures.

↗ Supported team and completed solo projects within an independent (remote) and team-centric Git environment.

↗ Built and utilized APIs, interactive games and SPAs as part of curriculum in the 12-month full-stack program.

PREVIOUS WORK HISTORY:

Owner/General Manager/Head Chef, Hifalutin Restaurant, Camden, SC, 2013-2018

General Manager, Polliwogs Sports Bar, Columbia, SC, 2010-2013

Education & Licensure

Full Stack Software Engineering Program Graduate (Full Stack Developer Certificate), Kenzie Academy / Butler University Executive Program (in progress, October 2020) | **Front-End Developer Certification,** Kenzie Academy / Butler University | **Responsive Web Design**, Free Code Camp | **Salesforce Certified Administrator** | **Salesforce Trailhead Ranger** | **Business Management**, University of South Carolina