

# BRIAN DOAN

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## Summary

Experienced Salesforce administrator doing general user management and security, process automation with flow, data manipulation and visualization, and integrations. A background in IT which has lend itself well to troubleshooting issues and user training.

## Skills & Highlights

- Certified Salesforce Administrator
- Certified CompTIA A+ IT Professional
- Beginner knowledge of HTML, CSS, Javascript
- Excel
- Data Visualization (PowerBI)

## Professional Experience

**Van Ausdall and Farrar** (Indianapolis, IN)

Jan 2022 – Jun 2024

*Salesforce Application Support Specialist*

- Cleaned and removed thousands of data records to increase usability and searchability of pertinent information for sales cycle while also maintaining the organizations storage limits
- Implemented a few software integrations to improve sales process (DocuSign), provide valid data for prospecting (Zoominfo), sales team insight for marketing (campaign monitor), and call logging for activity (RingCentral)
- Created declarative automated processes through flow for email alerting and data standardization

**Wendy's Nails** (Indianapolis, IN)

Jan 2020 – Jul 2021

*Assistant Manager*

- Attained over \$300,000 in funding through business grants/loans to sustain the business during the pandemic
- Strengthened customer rapport through providing hospitality, resolving communication disconnect between contractors and clients, and de-escalating situations in a non-combative manner

**Chick-Fil-A** (Indianapolis, IN)

Aug 2018 – Jun 2019

*Team Member*

- Provided technical support for equipment and management tools to lessen downtime and stress of team members
- Served 50-100 customers within the lunch rush hours to meet store hourly net profit goals
- Trained front of house team members to be proficient at technologies used on a day-to-day basis

**Fry's Electronics** (Fishers, IN)

Nov 2017 – Oct 2018

*Computer Sales Associate*

- Maintained a working knowledge of current technologies to educate customers to generate store sales
- Operated POS machines to create tags for markdowns to lessen tasks for management
- Merchandised 20 products weekly using UPC codes to provide customers with new products offerings

**Sunnyside Road Baptist Church** (Indianapolis, IN)

Feb 2017 – Dec 2019

*WordPress/IT Specialist*

- Maintained and updated old hardware and equipment for easier usability among non-technical staff
- Redesigned entire web presence with a website and reengaged social media interaction
- Trained leadership on relevant technologies to improve efficiency within their role

## Education

**Salesforce and Deloitte Pathfinder Program** (Indianapolis, IN)

Mar 2020 - June 2020

*Administrator Certification*

- Salesforce and Deloitte joint program building Salesforce Administrator and business soft skills which provides 100+ hours of Salesforce technical training
- **Certified Salesforce Admin** and Completed **68 Badges and 3 Super Badge**, achieved Trailhead Expeditioner rank
- Advanced technical training skills include: Data management (incl. data modeling, security and data access), automation using workflow rules and process builder and reports / dashboards

**Eleven Fifty Academy** (Fishers, IN)

Jun 2019 - Aug 2019

*JavaScript Accelerated Learning Program*

- Learned the basics of HTML and CSS to build out simple frontend websites
- Applied JavaScript knowledge using libraries and frameworks such as Angular, React, Node, and Express to build more intermediate frontend and backend of websites with RESTful APIs through PostgreSQL that are deployed

**IUPUI** (Indianapolis, IN)

Aug 2016 - May 2017

- **Relevant coursework:** Introduction to IT (internet safety: ransomware, phishing, etc.)
- **Other coursework:** Auditory Music Listening, Piano, Vocal primary for major