**DURETI SHEMSI**

shemsidureti@gmail.com| 720.789.3434

**SALESFORCE ADMINISTRATOR**

Enterprising Salesforce graduate fusing fresh tech skills with 5+ years of providing student and administrative support in educational settings. **Fluent in English, Amharic, Oromo**

**Adaptive Communication and Leadership Skills | Ability to Translate Ideas into Processes**

**SKILLS**

Customer Service | Problem Resolution | Data Management | Sales| Business Analysis

Organizational Strategy & Optimization | Process Engineering | Design Thinking | Project Management

Agile & Scrum Adoption | Consulting & Collaborative Skill | Requirement Solicitation

Process Mapping | Technical & End User Support | Research Skills | Salesforce Administration| HTML & CSS| JavaScript

**PROFESSIONAL EXPERIENCE**

**Program Assistant 04/2019 - Present**

**University of Washington Continuing Education, Seattle, WA**

* Entered student information into databases quickly and with minimal errors.
* Scanned thousands of documents and saved in database to keep records of essential organizational information.
* Digitized records and organized for easy updating and retrieval by authorized team members.
* Performed general office duties, such as ordering replacement cards for students on the website and maintaining records management database systems.

**TechBridge Technology Career Program, Atlanta, GA 10/2021 – 01/2022**

* A 12-week **Salesforce**- focused cohort that comprises of Professional Development, Financial Literacy, project-based presentations, and technical training to receive a Salesforce Administrator certification.

**Database Intern/ Salesforce Admin Intern 10/2021 – 01/2022**

**Philanthropy Northwest, Seattle, WA**

* Worked on Salesforce package installation, configuration, and deployment.
* Maintained a Salesforce database by entering new information and performed data cleanup by removing fields and inconsistent relationship
* Participated in weekly sprint meetings & collaborated with manager in making decision in data policy
* Self-directed learning, problem solving, and researching of technical platform and solution to provide insight for ongoing projects
* Configured enterprise calendar by creating a global action, new record type and page layout
* Implemented a tracking system for campaigns and accounts
* Wrote a documentation for basic training of salesforce database and assisted the senior manager with building report and dashboard
* Experienced in using the Nonprofit Success pack
* Experienced in salesforce data tools such as Data loader

**EDUCATION | CERTIFICATIONS**

**Salesforce Administrator Certification (ADM-201)**

* TechBridge, Atlanta, GA 2022

**Bachelor of Arts in Near Eastern Studies**

* University of Washington, Seattle, WA 2020

**Associate of Science**

* South Seattle Community College, Seattle, WA 2018