

# Juan Victoriano

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## Summary

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Certified Salesforce Administrator with over 10 years of hands-on experience optimizing enterprise Windows and Linux servers. Proficient in maximizing Salesforce functions, automating workflows, enhancing customer engagement, and improving data reporting. Adept with Service Cloud, Education Cloud, and integrating with ERP systems. Driver of user adoption, providing training, and collaborating with cross-functional teams implementing data-driven solutions.

## Experience

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### School of Visual Arts | New York, NY

#### IT Project and Systems Administrator | 02/2020 - Present

- Strengthened security in production by implementing single sign-on and enhancing authentication, ensuring compliance with data protection standards.
- Leverage SOQL for on-demand record updates/upserts via Data Loader and Data Import Wizard, configured Profiles/Permission Sets, and automated processes with Flows and SFTP integrations.
- Implemented a website chat app using embedded services for seamless lead capture, enhancing customer engagement.
- Streamlined case management in the Service Console, optimizing queues and web-to-case functionality, boosting operational efficiency and customer satisfaction.
- Integrated external ECM to optimize Org performance by purging records per retention rules, significantly expanding file and data storage capacity.
- Secured data/metadata by syncing Salesforce with a SaaS product, scheduling regular backups, and safeguarding customer records.
- Conducted training and provided ongoing support, empowering recruiters to leverage Salesforce for efficient recruitment and informed decision-making.
- PowerShell scripting to automate routine tasks and optimized server performance.
- Shell scripting to manage and update Docker containers for an enterprise encryption solution and Salesforce.

### School of Visual Arts | New York, NY

#### Technical Support Specialist | 06/2013 - 02/2020

- Provided first-line IT support, resolving network, desktop, and software issues for all users.
- Improved support efficiency through process optimization and knowledge-base creation.
- Collaborated with engineers to streamline network troubleshooting, enhancing uptime and reliability.

## Skills

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Data Management, Reporting and Analytics, Automation, Flow, Visualforce, SOQL, User Management, Apex Triggers, SaaS Integration, Server Scripting, Bilingual, Collaboration, Embedded Services, Lead Capture, Windows Server

## Education

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### DeVry College of New York

#### Computer Information Systems

Bachelor of Professional Studies

- Graduated cum laude—3.56+ GPA

## Certificates

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Certified Salesforce Administrator, Credential ID 4167614