Melissa Seegoolam
Tazewell, TN
https://www.linkedin.com/in/melissa-seegoolam/

Professional Summary

Detail-oriented Salesforce Consultant with a strong foundation in system support, compliance, and stakeholder collaboration. Experienced in supporting Apex code reviews, user management, and healthcare compliance documentation. Highly adaptable, thrives in collaborative environments, and excels in optimizing workflows with technology.

Professional Experience

Customertimes — *Salesforce Consultant / OPS Support Engineer*
Remote | Jan 2022 – Jul 2025

- Efficiently create, manage, and maintain user records within Salesforce.
- Develop comprehensive reports and dashboards to visualize data and facilitate informed decision-making.
- Conduct thorough testing in sandbox environments to validate system issues.
- Proficiently execute SOQL queries to retrieve and manipulate data as per business requirements.
- Perform bulk updates and modifications to records, ensuring data accuracy and consistency.
- Effectively utilize Jira and Click-Up to report, track, and manage tickets, ensuring timely issue resolution and task management within Salesforce operations.
- Provide user support, troubleshoot issues, and offer solutions for improving system functionality and performance.

CSS Pain Relief — *Office Manager*
Fort Pierce, FL | May 2021 – Jan 2022

- Identify and cultivate strategic partnerships and lead business development efforts to expand the company's client base and market presence.
- Provide guidance and expertise on healthcare regulations, ensuring the company and its clients remain compliant with evolving industry standards and legal requirements.
- Manage communication with clients regarding compliance requirements, providing guidance and necessary documentation to ensure their understanding and adherence to regulations.
- Maintain accurate records of patient interactions and compliance-related communications.

Melissa Seegoolam
Tazewell, TN
https://www.linkedin.com/in/melissa-seegoolam/

Selina Suarez Consulting / PepUp Tech — *Jr. Salesforce Administrator / Program Coordinator (Internship)*
Port Saint Lucie, FL | Aug 2021 – Nov 2021

- Execute large-scale data transfers within Salesforce, ensuring accuracy and completeness while maintaining data integrity.
- Develop and refine reports and dashboards to provide actionable insights and support informed decision-making.
- Review and correct organizational-wide settings within Salesforce to ensure compliance and alignment with established standards.
- Oversee student data and information for the Fall 2021 cohort within PepUp Tech, ensuring accurate and up-to-date records.
- Support testing efforts for new features, enhancements, or system configurations to maintain data integrity and system reliability.
- Contribute to the customization of Salesforce objects, fields, page layouts, and validation rules under supervision.
- Attend team meetings, discussions, and training sessions to gain insights and contribute to ongoing projects and improvements.

QPI Healthcare Services — *Compliance Specialist & Practice Manager*
Remote | Jan 2019 – Oct 2020

- Led the end-to-end creation and management of compliance documentation for DME companies and pharmacies, enabling eligibility for Medicare and insurance reimbursement.
- Collaborated directly with client stakeholders and internal leadership to complete federal and state applications, ensuring continuous compliance and operational readiness.
- Introduced and implemented a custom HARP KPI framework (HR documentation, Account management, Reaction time, Patient Satisfaction) to track and improve performance across teams.
- Streamlined workflows and compliance tracking using Microsoft SharePoint, Excel, Salesforce, and healthcare systems such as NPPES, PECOS, EPIC, and AdvancedMD.
- Learned to adapt quickly across healthcare verticals, enhancing organizational agility, client trust, and documentation accuracy under regulatory deadlines.

Technical Skills

- **Platforms/Tools:** Salesforce, SharePoint, AdvancedMD, Jira, Click-Up, Confluence, ServiceNow, GitHub, HubSpot
- **Languages:** Apex (support and debugging), SOQL, SQL, JavaScript, HTML, CSS

Melissa Seegoolam
Tazewell, TN
https://www.linkedin.com/in/melissa-seegoolam/

- **Software:** Excel, Word, PowerPoint, Google Workspace, Slack, Teams, Visual Studio, Cursor, Access

---

Certifications

- Salesforce Administrator

Education

LetsUpgrade — *Course*
Remote | Sep 2025

- Completed an intensive course in front-end development; covering HTML and CSS configuration.

PepUp Tech — *Certificate*
Remote | July 2021

- Completed 10-week intensive course covering Salesforce configuration, data modeling, automation, security, and reporting.
- Worked on real-world projects and collaborated with industry mentors.

NextGen — *Certificate*
Remote | Oct 2023

- Gained hands-on experience with ITSM workflows, incident/problem management, and ServiceNow system configuration.

Broward College — *Associate's Degree in Business*
Coconut Creek, FL | June 2017