Michael G. Sanchez – Salesforce Certified Administrator

Albuquerque, NM
+1 (505) 917-8849 | MichaelGregorySanchez@gmail.com
Linkedin.com/in/michaelgregorysanchez
michaelgsanchez.github.io

HIGHLIGHTED SKILLS

Platforms: Salesforce, Salesforce Dataloader, Pardot, Airtable, SMS Magic, JIRA ticketing system
Other: Automation of Daily Tasks, Public Speaking & Presentations, Lead Generation Technology, Version Control, Internal and External Client Relationships, Prioritization, G Suite, Microsoft Office 365

EDUCATION & CERTIFICATES

- Certified Salesforce Administrator (201) December 2019
- 5x Salesforce Superbadge earner
- Deep Dive Coding Bootcamp, Java & Android, CNM Ingenuity, Albuquerque, NM April 2019
- Associate of Business Administration with honors, Central New Mexico Community College, Albuquerque, NM December 2018

RECENT EXPERIENCE

Jr. Business Analyst – Enterprise Systems   TNTP   March 2020 – Present
- Salesforce system administration of over 200 end users for two Salesforce instances: Including user setup, system profiles, roles and permissions, report and dashboard creation and maintenance, standard and custom object ownership, record type, page layout, field creation and maintenance, and automation creation and management.
- Solves and manages tier 1 (quick fix tickets) – tier 3 (larger projects/issues) tickets.
- Leads implementation of small, medium, and large feature requests in the Salesforce ecosystem.
- Effectively collaborates with many different stakeholders from leadership to front line employees.
- Codifies and documents many different processes for both internal users and external users.
- Handles any elevated report/dashboard building for the organization in Salesforce.
- Responsible for sandbox refreshes and change set management.
- Stays up to date with the latest Salesforce updates and releases.
- Serves as the *Salesforce Learning Lead,* developing and conducting trainings for stakeholders of all levels across the organization.
- Serves on steering committee for the Latinx affinity group.

Systems Analyst – Sales Operations Lavu Inc.   April 2019 – September 2019
- Assisted in ensuring a maintained, supported and always improving Salesforce ecosystem
- Salesforce system administration: added and removed users, managed permission sets, created and maintained custom fields, objects, pages, business processes and workflows.
- Analyzed sales performance against KPI's with custom analytical reports, and dashboards.
- Worked across departments to implement a new quoting system for internal users and external customers
- Served as the resident Groove product expert including managing the integration to Salesforce, troubleshooting issues for internal users and maintaining a strong vendor relationship.
- Integrated Salesforce to G Suite to display data from various sources.

Director of Sales and Marketing   Hilton Garden Inn Albuquerque Uptown March 2017 – August 2018
- Served as hotel's inhouse IT support, triaging and solving issues or escalating to corporate IT department.
- Maintained and built client relationships with external and internal customers.
- Led sale and planning of all meeting space to ensure successful events from start to finish.
- Managed hotel's profitability by working closely with revenue team.

COMMUNITY ENGAGEMENT

- Deep Dive Alumni Committee Past President
- Planning committee for Deep Dive Code-A-Thon
- Competed in ABQ Startup Weekend
- Volunteer for National Hispanic Cultural Center's Maravilla Gala