

KATIE WHIPPLE

SALESFORCE ADMINISTRATOR

CONTACT

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EDUCATION

Salesforce – 2024
Salesforce Platform App Builder Certification

Udemy – 2024
Salesforce Marketing Cloud Consultant
Exam Prep Course

Udemy – 2024
Salesforce Certified AI Associate
Exam Course

Salesforce - 2023
Salesforce Certified Administrator
Superbadges:

- App Customization
- Specialist Approval Process
- Management Unit MFA &
- SSO Settings Unit User
- Authentication Unit

ITTT - 2021
TEFL/TESOL Certification

North Central College - 2001
Bachelor's – Computer Science
Bachelor's – Japanese Language

HARD SKILLS

Salesforce	Marketing Cloud (Pardot)
Jira	HubSpot
Confluence	Highspot
LucidChart	Zoominfo
ClosePlan	iOS
Flow	Google Workspace
AMPScript	Slack

SOFT SKILLS

Troubleshooting & Diagnosis
User Support & Training
Self-Motivation
Task Prioritization
Follow Through
Attention to Detail
Willingness to Learn
Emotional Intelligence

ABOUT ME

- Salesforce Certified Administrator and Platform App Builder with a focus on declarative development using flow.
- Conducted Salesforce workflow to Flow migration for a global corporation
- Create Salesforce and Marketing Cloud automations
- Background in remote and in-person tech support
- Extensive time as a community leader, organizing and developing youth STEAM programs.
- Copy editor for instruction manuals and children's books.

EXPERIENCE

RANDSTAD • JUNIOR SALESFORCE ADMINISTRATOR
2023 - Present

- Migration and restructure of existing Salesforce automation processes to Flows
- Create and consult about automations for business processes in Salesforce and Marketing Cloud.
- Assist in verifying, updating, and resolving data and user account issues in Salesforce to help maintain data integrity.
- Create and publish tailored myTrailhead training content.

SIGNAL HEARING AID CENTER • OFFICE MANAGER
2021 - 2023

- Provided technical support for hearing provider and clients on iOS, Android, Chrome, and various hearing aid technologies.
- Significantly increased app and instrument adoption.
- Processed orders and repairs, as well as, assembled, programmed, and cleaned hearing instruments.
- Supervised front office activities expertly, including accounts payable and receivable, customer data cleaning and analysis, as well as customer service.

COREY GREEN (AUTOR) • COPY EDITOR
2015 - 2016

- Provided photo editing, formatting, layout, and in-depth discussion about language decisions.
- Edited content to match the agreed upon style guide and maintained consistency throughout content.

GREEN'S KARATE • KARATE INSTRUCTOR
2013 - 2016

- Identified and corrected safety issues to minimize injury risk.
- Maintained participant progress by offering regular feedback and technique suggestions.

HOMESCHOOL/COMMUNITY GROUPS • LEADERSHIP TEAM & TEACHER
2010 - 2018

- Developed, implemented, and taught children's academic classes and social programs, including STEAM curricula for 1st through 8th grade.
- Scheduled, coordinated, and managed volunteers.
- Built solid, productive relationships with volunteers by delivering sound advice on problems and always backing up team members
- Managed the operations of programs and classes.
- Accomplished organizational goals by working collaboratively with team members, volunteers, and students on shared objectives.
- Organized, supported, and led middle and high school Science Olympiad teams to state championships for 2 years.
- Treated people from all backgrounds with dignity and respect.