**Ashley Ushamba**

**Overland Park, KS 66221**

**(305) 810-7981**

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**Professional Profile**

5+ years of implementation and maintenance experience in the IT industry with over 3.5 years of experience in Salesforce.com administration, configuration, and support experience. I am highly flexible and adaptable performer; adept at multi-tasking and thriving in a fast-paced environment while coordinating numerous time-sensitive projects.

Work Experience:

**Salesforce Certified Administrator- Nov, 18**

**Freelance Salesforce Analyst/Administrator Jun,16-Present**

I work with companies to develop a plan to refine processes that will help them fully integrate their business with the Salesforce platform.

Administration work includes helping staff learn how to manage multiple users, setup profiles and roles, customization of objects, fields, record types, page layouts and validations

Performing migration and integration of Company's information to connect AWS and Salesforce enabling enterprises to do more with customer data using Amazon S3,Lambda,Athena and PrivateLink

Understanding of AWS services including (EC2, ECS, ELB, Cloud formation, ECR,RDS and Redshift) Jenkins, Docker and Terraform

Business Automation of emails sent and calendar invitations for using Workflow rules and/or Process Builder

Develop, review, and analyze reports and dashboards for accuracy and business needs to make reporting more efficient and easier to manage

Experience integrating Salesforce with 3rd party system using web services and AppExchange apps.

**Sprint Corporation Overland Park, KS**

**Salesforce Administrator Feb,13 - Jun,16**

Performed daily administration and supported the AWS Cloud and Salesforce platform, including configuring IAM policies, managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations

Used Sales Cloud to track leads converted to accounts, contacts, and opportunities for improved visibility and real time analytics

Developed reports, dashboards, and processes to continuously monitor data quality and integrity and assist users with report design and management

Participated in fully integrating Salesforce CPQ(configure-price quote) which helped the sales team with pricing models have up to date account information

Built custom apps to automate process including managing wait lists for hot new phones, scheduling corporate briefings or tracking churn data so reps can reach customers defecting or counteract competitive promotions.

Familiarity with , Managed Packages, and integration to other third-party solutions

Familiarity with web/database application development technologies like SQL

Experience with the following systems:

**Analytics**: Power BI, Tableau

**CRM**: Salesforce.com, AWS Cloud Platform Services

**Education**

**Bachelor in Business Administration: Finance; University of Missouri Kansas City**

**Graduated: May 2013**