

Steven H. Gaston

Salesforce Administrator

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CAREER HIGHLIGHTS

Results-driven Salesforce Administrator with a solid background in client support and administration. Skilled in managing Salesforce instances for nonprofit organizations, driving user adoption, and delivering efficient business solutions. Salesforce Certified Administrator with a passion for ensuring client satisfaction and promoting collaboration. Seeking to leverage my expertise as a Client Support Specialist at MyClubHub.

CERTIFICATIONS

- Salesforce Certified Associate
- Salesforce Certified Administrator
- Salesforce Business Analyst
- Salesforce Platform App Builder

EXPERIENCE

Salesforce Certified Administrator

Talent Stacker Salesforce Career Development Program

Jul 2022-Present

- Collaborated with clients to identify and prioritize business requirements, translating them into actionable user stories and solution documentation.
- Configure data integration and automations, including alerts and flows, to provide efficient business solutions.
- Conducted end-user training and created comprehensive documentation to ensure seamless adoption of customizations.
- Configured and implemented data integrations, email templates, alerts, and flows to automate processes and optimize business operations.
- Conducted end-user training and created comprehensive documentation to ensure seamless adoption of customizations.
- Maintained data integrity and privacy by managing Salesforce security settings, roles, profiles, and permission sets.
- Implemented customizations to enhance user interface and improve user experience.
- Actively participated in weekly sprint review meetings to review enhancements and prioritize the sprint backlog.

Vascular Interventional Technologist

Sentara Virginia Beach General Hospital | Virginia Beach, VA

2014 -Present

- Utilized EHR systems, including EPIC and PACS, to manage patient records and facilitate efficient workflows.
- Developed and delivered training materials for ongoing staff education and process improvement.
- Consulted with patients, addressing concerns and explaining medical procedures clearly and empathetically.
- Prepared technical documentation and reports to communicate results to the medical team.
- Employed change management techniques to adapt to new technologies and protocols, ensuring seamless transitions.

PROJECTS

Portfolio Site: Independently designed and developed a personal website using Lightning Web Components. Created a visually stunning and responsive user interface that showcases my skills as a developer.

Keto Calculator: Developed a web application using Lightning Web Components to assist users in calculating the carbohydrate content of foods. Optimized user engagement and satisfaction with an intuitive user experience.

EDUCATION

Bachelor of Arts in Graphic Design, Norfolk State University
Radiography Program, Tidewater Community College