

DESIRED POSITION

Salesforce.com Development and Implementation

SKILLS & ABILITIES

- Experience in creating projects and working knowledge of C#, MySQL, MVC ASP .NET, Salesforce customization;
- 8 years experience working in Salesforce.com; proficient in various CRMs and EMRs, MS Office, experience in JIRA, PowerBI.
- Managed people including remote staff in a matrix organization and in fast paced environment, collaborated in cross-functional environment through downsizing and expediential,
- Storytelling with data and ability to create effective training tools and presentations,
- Strong sense of integrity and ability to earn the respect of customers and employees at all levels through the sense of urgency and desire to bring value,
- Gathered and analyzed business requirements for C-level executives,
- Able to work with ambiguity, independently in a highly organized fashion,
- Managed contracts and business relationships, client expectations, and accounts in a fast-growing industry,
- Managed budgets, expenses, risks; created SOPs,
- Optimized business processes through incorporating and developing computer system improvements, implementing new technologies,
- Proven time management, organizational, and prioritization skills and ability to balance multiple priorities, handle non-standard requests and problems,
- Solid writing and presentation skills, with demonstrated experience leading project-focused meetings,
- 12+ years of managing small to company-wide projects with customer engaging and focused approach

PREVIOUS POSITIONS

July 2021 – Dec 2021 Client Operations Manager, *Verisma Systems* (Technology based solutions for release of information in healthcare [SaaS for healthcare systems and hospitals]) Las Vegas, NV

March 2014 – July 2021 Operations Manager, *Best Life Holdings* (*Cenegenics Preventative Medicine and Age Management Medicine Organization with 19 clinics [membership based private paid health services to include pharmacy, labs, medical center support; Salesforce customization and integration project management]*) Las Vegas, NV

August 2006 - March 2014 Held the following positions at *Cenegenics LLC* (now *Best Life Holdings*)
Operations Supervisor, Lab Services Lead, Affiliate Services Coordinator, Pharmacy Team Coordinator, Patient Services Coordinator Las Vegas, NV

EDUCATION

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| 2022 | Software Engineering Certificate , TrueCoders |
| 2020 | Mini-MBA Certification , Pepperdine Graziadio Business School |
| 2019 | Innovation In Healthcare Certificate from Dignity Health Global Education and Thunderbird School of Global Management |
| 1996 – 2001 | Master's Degree in Management of International Tourism&Hospitality, South Ural State University |