REALTORS PROPERTY RESOURCE (RPR) Work Experience MANAGER OF INTERNAL SYSTEMS REALTORS PROPERTY RESOURCE (RPR) August 2016 to Present Senior architect, administrator and adoption/training point of contact for Salesforce Classic-to-Lightning conversion   Responsibilities expanded to include management of all contractual relationships   with MLS and associations for RPR, as well as all partner related integrations with RPR (both technology-based and business-based), central point of contact and multi-departmental liaison for data mergers and all things Salesforce throughout RPR   Increased application reach to include strategic partner relationships with a wide variety of Vendors in the MLS and real estate space   Management and training of Internal Systems Representatives   Management of staff-to-product data operations processing   Compilation of research from user reported errors and data analysis for commonalities and funnel reporting of said data to Product department for correction   Work directly with the Product, Customer Support Call Center and Support/Data   Management departments to understand and solve data problems and create processes for successful resolution   Expansion of Salesforce knowledge and strategies that include (but are not   limited to) Lightning Page and field construction, profile building and assignment, formula field building, training users on all Salesforce-related systems, reports/dashboards, custom layouts, templates, record types, workflows, duplicate   data management and blocking parameters to maintain data integrity, QA within multiple Salesforce Sandboxes, SF for Gmail integration and user training, DataLoader updates (including mastery of Excel processes to extract SF IDs for upload) CRM & CONTRACT ADMINISTRATOR REALTORS PROPERTY RESOURCE (RPR) September 2013 to July 2016   Expanded duties within RPR   Coordination of initial launch of Salesforce for RPR and provision of support/administration of Salesforce as RPR's central CRM system   Central point of contact for Product, Operations, Support, Marketing and Industry Relations staff in all things Salesforce   Document changes within Salesforce workflows for training purposes   Provide regular training sessions to users, as well as the compilation, production and cataloguing of written/visual tutorials of common practices for staff

reference   Troubleshoot Salesforce issues, particularly with external feeds   QA within the Salesforce Sandbox CONTRACT ADMINISTRATOR REALTORS PROPERTY RESOURCE (RPR) January 2012 to August 2013 Creation of this full-time position at RPR based on exceptional previous position performance   Direct reporting to the Director of Data Management providing regular input on all account activity, including weekly status reports   Assistance and data transference supplementing ongoing data implementation and processing to the MLS Support team CONVERSION DATA ENTRY SPECIALIST REALTORS PROPERTY RESOURCE (RPR) January 2012 to August 2013 Integral in company-wide Batchbook-to-Salesforce conversion, ensuring data integrity prior to migration and creating workflows to address data errors   Development of successful, automated workflow processes to modify and auto- fill contract signing, implementation, and reporting   Assistance with data entry, MLS Support and data issue attention   Assistance in integrations with third party vendors such as ZenDesk, BatchBook and DocuSign Education BFA in ACTING OTTERBEIN UNIVERSITY - Westerville, OH Skills Data analysis, Crm, Operations, Operations management, Training Additional Information SKILLS   Salesforce Classic + Lightning Training & Development   Salesforce Classic-to-Lightning Conversion   Research   Operations Management   Data Analysis   CRM Migration   Public Speaking   Office Suite   Showcase Showdown Winner on Price Is Right

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