

CRM Systems Administrator CRM Systems Administrator CRM Systems Administrator - Dell Software Group Costa Mesa, CA I am currently pursuing undergraduate studies in university business administration with an emphasis on computer science while also working full-time at Dell Software Group as a CRM Business & Systems Administrator. As a critical thinker I have excellent research, time management, and problem-solving skills and have developed the ability to manage multiple tasks and projects while consistently meeting rigorous deadlines. The work experience I am gaining through Dell helps me apply higher-standards and practical application to the formal education concepts and close the gap(s) between learning new technical skills and efficiently applying them across the business; on-the-job training and exposure from DELL combined with my excellent communication and interpersonal skills brands me as a key contributor and valuable asset to any team.

Work Experience CRM Systems Administrator Dell Software Group July 2014 to Present

- ITSM Service Desk Case and Queue Management including logging, resolving or escalating administration cases and/or tickets for Salesforce.com and Siebel to the appropriate team or team member
- Performing fluid system updates to Salesforce.com and Siebel production environments for organizational changes including new hires, internal transfers and terminations
- Manages daily unassigned and reassigned lead queues in Salesforce.com and Siebel
- Siebel and Salesforce.com sales territory administration including setting lead routing rules, named account management rules, and territorial hierarchies
- Administers and maintains the Siebel Assignment Manager and provides back-end support for objects unassigned by SAM and requested to be reassigned by Sales
- Supports various integration tasks such as data transition and/or migration to multiple systems and instances including Salesforce.com and Siebel
- Data merges and consolidations as requested of acquired companies' data into Core Instances of DSG and Dell systems
- Understands, applies and supports standard escalation procedures
- Tracking and monitoring data integrity within CRM applications (Salesforce.com and Siebel)
- Preserves and maintains data integrity through mass Salesforce.com and Siebel data imports as necessary
- Specialized reporting & other project related tasks as requested or required by leadership.

On-Call Assistant Skoti Collins Productions January 2010 to Present

- Fulfills random requests to deliver

props, costumes, and/or stage requirements to movie sets, studios or on-site job locations including delivering vehicles for special projects Provides to-and-from transportation for producers, actors, and others as required on location for specific jobs Personal errands, general schedule coordination, and managing deliveries Education Corona Del Mar High School 2008 to Present Links <https://www.linkedin.com/in/aaron-white-535667b6>

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