

Amanda M. Newton

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PROFILE:

- Salesforce.com professional certified as an Administrator, Advanced Administrator, Sales Cloud Consultant, Service Cloud Consultant, Community Cloud Consultant, Platform App Builder, Pardot Specialist and Developer.
- Demonstrates a track record of handling high pressure situations in upstanding ways; Provides scalable, thought-out, successful solutions specializing on the Salesforce.com platform; Thrives in both team and self-directed settings; Exuberates passion for innovative cloud-based solutions; Quickly learns, masters and seeks out new technology innovation.

EXPERIENCE:

8/17-Present Senior Salesforce Administrator

Right Networks, Hudson, NH 03051

Solely responsible for the ongoing maintenance and enhancement of our Salesforce organization supporting multiple departments and merging teams; Manages consolidation of systems and migration of business processes into Salesforce; Engages with representatives from each stakeholder group to refine business processes to be as efficient as possible; Transforms brainstorming sessions and high-level requirements into quality successful solutions; Manages integration and migration efforts focusing on long-term strategy; Drives projects in an agile method committed to governance, clear communication and industry best practices.

9/16-8/17 Senior Salesforce Consultant

Bluewolf, an IBM Company, Cambridge, MA 02142

Engaged with C-level executives to define and translate their visions into complex systems / solutions that parallel overall business strategies that foster growth and continuity; Lead customer engagements; Ensured clarity with detailed communication, training and documentation; Managed both relationships with customers and technology-enabled process improvement and/or redesign; Oversaw and managed project teams to ensure quality; Served as a subject knowledge expert on cutting-edge Salesforce functionality; Prepared and presented on Salesforce releases highlighting areas for improvement; Specialized in Higher Education and Nonprofit industries.

7/15-9/16 Senior Salesforce Administrator

College for America at Southern New Hampshire University, Manchester, NH 03101

Designed, implemented, supported and maintained successful custom solutions on the Salesforce.com platform to deliver quality service, increase data accuracy, and drive enrollment and revenue for an innovative competency based College; Supported and maintained over 1,500 users on an org which utilizes the Salesforce.com platform for all aspects of the company including but not limited to: sales, support, operations, curriculum development, project evaluation, student learning and student success; Analyzed and implemented third-party solutions when appropriate; Managed and supported an escalation case queue.

6/12-5/15 Salesforce.com Hospitality Relationship Management (HRM) / Customer Relationship Management Consultant

Amadeus Hospitality (Formerly Newmarket International), Portsmouth, NH 03801

Designed and implemented successful custom sales technology solutions aimed to deliver exceptional service, streamline business processes, and drive sales for prestigious international Fortune 500 hospitality customers; Elicited, documented and analyzed functional and non-functional requirements; Performed complex data manipulation and custom configuration of the Salesforce.com platform and company products; Planned and implemented user adoption of the sales solution including training, demonstrations and adoption monitoring; Implemented/provided best practices around staging environments.

EDUCATION:

1/11-Present Master of Business Administration, 3.9 GPA

5/12 BS, Business Administration, 3.8 GPA

Southern New Hampshire University, Manchester, NH 03106

3Year Honors Program

AWARDS, HONORS, & COMMUNITY INVOLVEMENT: 2017 Boston Marathon Charity Runner for The Leukemia and Lymphoma Society; Delta Mu Delta Member; Future Business Leaders of America; Phi-Beta Lambda Member.

REFERENCES: Furnished upon request