

CAMERON DODD

Salesforce Consultant

PROFESSIONAL SUMMARY

Salesforce Consultant with over 12 years of extensive experience in driving client satisfaction and retention through innovative strategies and collaborative team efforts. Expertise in stakeholder engagement and data strategy, leveraging analytical thinking to enhance performance metrics and operational excellence. Committed to fostering customer advocacy and continuous improvement, aiming to lead transformative initiatives that redefine service quality and achieve outstanding results.

EMPLOYMENT HISTORY

CUSTOMER SUCCESS MANAGER

The Fury Group

Nov 2023 - Present

Houston, TX

- ♦ Lead client onboarding and weekly implementation meetings, boosting satisfaction with tailored solutions and proactive support.
- ♦ Drive engagement, achieving measurable growth in retention and customer loyalty.
- ♦ Collaborate across teams to resolve issues, enhancing client outcomes and service delivery.
- ♦ Analyze feedback to refine processes, improving CSAT scores to a 4.8 out of 5.
- ♦ Implement new engagement strategies, achieving a 100% renewal rate for managed services.
- ♦ Partnered with developer and implementation teams to align client needs with service offerings, driving substantial improvements in customer engagement.

DATABASE AND SYSTEMS ARCHITECT

Jewish Federation of Greater Houston

Oct 2022 - Oct 2023

Houston, TX

- Automated manual processes, boosting efficiency and productivity across operations.
- Led CRM transition, managing UAT and implementation, ensuring seamless integration.
- Implemented secure data practices, maintaining accuracy and protecting sensitive information.

DATABASE DEVELOPER & BUSINESS ANALYST

First Church of Pearland

Aug 2013 - Sep 2022

Pearland, TX

- Configured systems for optimized operations, reducing errors and enhancing workflow.
- Identified process improvements, implementing solutions for measurable operational gains.
- Manage databases with 100% accuracy, enhancing data reliability and operational efficiency.
- Streamlined processes to boost service speed by 18%, improving overall productivity.
- Collaborated with leadership to resolve operational issues, fostering a culture of improvement.
- Optimized a \$5K budget for employee benefits, ensuring effective resource allocation.
- Developed custom database solutions for membership tracking, reducing manual data entry time and minimizing errors through automated validation systems.

EDUCATION

DATA SCIENCE PROGRAM

Bethel School of Technology

2022 - 2023

Redding

Key Modules: Statistics, Databases, Programming Foundations, Statistical Programming, Data Visualizations, Metrics and Data Processing, Intermediate Statistics, Introduction to Big Data, Machine Learning and Modeling

GEOGRAPHIC INFORMATION SYSTEMS

Louisiana Tech University

2010 - 2013

Ruston, LA

CERTIFICATIONS

ADMINISTRATOR CERTIFICATION

Salesforce

BUSINESS ANALYST CERTIFICATION

Salesforce

MANUFACTURING CLOUD ACCREDITED PROFESSIONAL
Salesforce

DESKTOP SPECIALIST CERTIFICATION
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SKILLS

Data Strategy, Customer Advocacy, Stakeholder Engagement, Operational Excellence, Analytical Thinking, Performance Metrics, Leadership.

LINKS

Salesforce Profile: www.salesforce.com, LinkedIn: www.linkedin.com.

HOBBIES

Avid reader, Musician, Amateur Philosopher

ADDITIONAL INFORMATION

VOLUNTEER WORK

- Music Production & Musician at First Church of Pearland
- Web Design, Donor Management at Second Chance Network
- Disaster Relief Supply Distribution at Reach Out America
- Web Developer & Phone System Coordinator at NACLC