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Summary

As a Certified Salesforce Administrator and Consultant, I am fueled by my passion for driving growth and streamlining operations. My detail-oriented approach and self-motivated work ethic have led me to excel in identifying opportunities to increase revenue and deliver innovative solutions.

Throughout my career, I have gained extensive experience by actively participating in projects within small and medium-sized organizations. These experiences have honed my analytical, communication, and problem-solving abilities, allowing me to effectively communicate with stakeholders and exceed client expectations.

As a skilled project manager, I have successfully executed projects from inception to completion, utilizing my creativity and efficiency to deliver optimal results. I am enthusiastic about contributing to the growth and development of an effective organization, where my talents and problem-solving abilities can be fully utilized.

Experience

Salesforce Administrator

Manifest & Company Inc. (Salesforce Consulting Partner)

Mar 2021 - Present (2 years 8 months)

Designed, implemented and managed Salesforce solutions, including customization, extensive experience in building flows, configuration, and administration, to meet business requirements and improve productivity.

Developed and maintained custom reports, dashboards, and workflows, leveraging Salesforce's declarative tools and features to automate business processes and improve data visibility.

Managed Salesforce data, including data imports, data quality, and data security, ensuring compliance with data privacy regulations and best practices.

Administered Salesforce security settings, including profiles, roles, and sharing rules, to ensure data integrity and prevent unauthorized access.

Managed Salesforce integrations with external systems, including middleware platforms and APIs, to enable data exchange and streamline business processes.

Provided end-user training and support, including responding to user inquiries and resolving technical issues, to maximize user adoption and satisfaction.

Extensive experience with Salesforce Lightning across multiple clouds, including Sales Cloud, Service Cloud, Marketing Cloud, Experience Cloud and Service Cloud.



IT Project Manager

ISLERIDGE CONSULTING

Sep 2019 - Feb 2021 (1 year 6 months)

Successfully managed and delivered multiple IT projects, including Salesforce implementations, from initiation to closure, ensuring on-time, within budget, and high-quality delivery.

Led cross-functional project teams and collaborated with stakeholders, including clients, vendors, and internal resources, to ensure project objectives were met and risks were mitigated.

Developed and maintained project plans, schedules, budgets, and status reports using project management tools and methodologies, such as Agile and Waterfall, while also adhering to Salesforce implementation best practices.

Facilitated project meetings, including kickoffs, status updates, and retrospectives, to ensure effective communication and alignment among team members and stakeholders.

Managed a Salesforce implementation project from design to deployment, including requirements gathering, configuration, customization, testing, and training, to meet business needs and maximize ROI.

Mentored and coached team members on project management best practices, Salesforce implementation methodologies, tools, and techniques, to build a culture of continuous improvement and excellence.

Project Manager

CNE CONSULT LTD

Feb 2018 - Aug 2019 (1 year 7 months)

Successfully managed multiple IT projects from initiation to closure, ensuring on-time and within budget delivery, while maintaining high quality standards.

Led cross-functional project teams and collaborated with stakeholders, including clients, vendors, and internal resources, to ensure project objectives were met and risks were mitigated.

Developed and maintained project plans, schedules, budgets, and status reports using project management tools and methodologies, such as Agile and Waterfall.

Facilitated project meetings, including kickoffs, status updates, and retrospectives, to ensure effective communication and alignment among team members and stakeholders.

Mentored and coached team members on project management best practices, tools, and techniques, to build a culture of continuous improvement and excellence.

Sales Manager

ART, Nigeria

Jun 2014 - Dec 2017 (3 years 7 months)

Exhibited and sold artists' work, as well as promoted them through personal contacts.

Co-created effective sales collateral with the marketing team.

Created and updated packaging in collaboration with the packaging team.

Identified domestic and international cost-saving options to resource the current product lines.

Discovered channels and chances for e-commerce advertising to increase sales by 5%.

Segment-specific strategies and a product roadmap were created based on the overarching commercial business plan and segment needs.

Education



Federal University of Technology Akure

Bachelor of Technology - BTech, Industrial and Product Design



Trailhead by Salesforce

Salesforce Admin

Jan 2023 - Present

Licenses & Certifications



Salesforce Certified Administrator (SCA) - Salesforce



Salesforce Certified Service Cloud Consultant - Salesforce

Skills

- Flows • Salesforce Sales Cloud • Salesforce Service Cloud • System Administration • Requirements Gathering • Validation Rules • Troubleshooting
- Salesforce.com Implementation • Training • Business Requirements • Teamwork • Technical Support • Salesforce Marketing Cloud • Salesforce Lightning