Dakota Bridges

Salesforce Administrator

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| Technical Skills  **Systems:** Windows, Windows Server 2008-2022, Linux  **Database:** MySQL, Oracle, SQL  **Languages:** Java, JavaScript, Visual C#, HTML5, CSS, PHP, Botstrap, Laravel 5, Python 3, Node.js,  **Concepts/Methodologies:** Software Development Life Cycle, GitHub Development, University Enterprise Systems, ITIL Best Practices, Change Management  **Software/Tools:** ServiceNow, Microsoft Office Suite, Adobe Suite, Mitel, SnapLogic, Apsona  Accomplishments  **Snaplogic Automations**  (Spring 2025)  *Developed and maintain multiple snaplogic pipelines to aid various Salesforce automations.*  **ImageNow Upgrade 7.1.5 - 7.7**  (Spring 2023)  *Migrated and upgraded both backend and frontend of the application.*  **ServiceNow QoL Scripting**  (Spring 2023 - Spring 2024)  *Implemented various Javascript upgrades and maintenance to ServiceNow to aid functionality for ITS*  Education **University of Arkansas Little Rock**  - B.S. Information Science 2019 - 2026  **Bossier Parish Community College** - AAS. Programmer Analyst 2018 | Work History  **Salesforce Administrator & IT Manager - UALR Advancement**  *Nov. 2024 - Present*  - Managed and customized Salesforce Dashboards, Visualforce pages, and Flows for efficiency for higher education operations.  - Successfully integrated third-party applications with Salesforce, improving workflow automation and reporting.  - Utilized Apsona for data loading and analysis.  - Provided user management, security configurations, and workflow automation within Salesforce.  - Collaborated with external vendors and third parties on IT contracts, ensuring compliance and efficiency.  - Oversaw IT inventory, daily technical support, and strategic planning for technology infrastructure.  **Enterprise Applications Support - UALR IT Services**  *Oct. 2022 - Oct. 2024*  - Plan, design, develop, & deploy new applications and enhancing existing applications  - Conduct research on hardware and software products to justify recommendations and to support purchasing efforts.  - Ensure compatibility and interoperability of in-house computing systems  - Meet with decision makers, system, owners, and end users to define business requirements and system goals, and identify and resolve business issues, performing cost benefit analysis  - Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems  **Computer Support Specialist - UALR IT Services**  *Jan. 2020 - Oct. 2022*  - Providing support with desktop/technical issues at all levels across campus. Such as driver installation, running hardware diagnostics or compatibility issues.  - Developing documentation and upgrading existing procedures to aid coworkers and new workers.  - Support maintenance and installation of computers, network printers, and laboratories across campus. Such as adding extra video cards and testing ports for printer functionality. |