



# MARGAUX DUFF

## SALESFORCE DEVELOPER

### / ALL ABOUT ME

I am a lifelong learner, obsessive tinkerer, and persistent problem solver.



### / CONTACT DETAILS

4704 Andover Rd. Indianapolis, IN 46226

>> duffmargaux@gmail.com

Mobile No. 317-498-7165

### / CERTIFICATIONS

Salesforce.com Certified Administrator (ADM 201) Lapsed  
Salesforce.com Certified App Builder (DEV 401) In-Progress

### / WORK EXPERIENCE

#### >> Operations Director

Home Page Indy LLC. | 2018 to present  
Created and refined custom real estate sales, marketing, customer service and customer retention processes.  
Collaborated with local government to ensure legal compliance with state regulations in regards to information security.

#### >> Salesforce Renewal Solutions Manager

Salesforce.com | 2016 to 2018  
Connected with current Salesforce Customers to determine specific opportunities for increased functionality at time of contract renewal. Educated admins on reporting principles to assist in making best decision for business needs.

### / COMPETENCIES ■ = 1 YR EXPERIENCE

■■■■■■■	CSS
■■■■■■■	HTML
■■■■■	Javascript
■■■	SOQL
■	APEX
■■■	SQL
■■■■	Dashboard Creation
■■■■	Process Automation
■■■■	Report Customization

### / EDUCATION HISTORY

#### >> Ball State University

BS Organizational Psychology | Class of 2010

### / OTHER INTERESTS

- > Creating compelling stories
- > Development of local businesses
- > Local community development trends
- > Learning foreign languages(Japanese & French)