

DENNIS HICKOX

SALESFORCE ADMINISTRATOR &
NONPROFIT CONSULTANT

404-769-5002
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CREDENTIALS

- [Salesforce Certification](#)
- [Demo Developer Org](#)
- [Linkedin Profile](#)

SOFTWARE SKILLS

- Adobe Illustrator
- QuickBooks Pro Advisory
- Netchex
- Paylocity
- Microsoft Office
- Salesforce Admin Certification
- Salesforce Nonprofit Consultant Certification

SALESFORCE BADGES

- Business Administration Specialist
- Lightning Experience Reports & Dashboards Specialist
- Security Specialist

SKILLS & KNOWLEDGE

- Troubleshoot user and system issues, providing training, assistance, and solutions for end users
- Deep functional understanding of business process on the Salesforce platform that can assist users with functional issues and requests
- Creating and maintaining Reports, Dashboards, fields, assignment rules, validation rules, page layouts, flows and process builder
- Setting up new users, profiles, permission sets and roles
- Ensuring data integrity and security
- Configure customized solutions within the SFDC platform to support critical business functions and meet project objectives and client requirements.

SUMMARY

Motivated Junior Salesforce Administrator looking to join a growing team to continue building and improving on my Salesforce platform capabilities. Can provide administration and customization of internal and outward facing Salesforce products. Looking for a key position in a dynamic and entrepreneurial environment that is focused on growing a suite of products and services.

PROFESSIONAL EXPERIENCE

SALES -MANAGEMENT -PROMOTION 1/08 - 7/21

MooCoo Group, Cypress

Assist in recruiting and training reliable personnel, improve work environment to increase efficiency, and handle customer queries. Organized and managed the sales team to achieve the required sales targets. Graphic Design for weekly events and promotions while coordinating distribution over social media and other entertainment outlets.

GENERAL MANAGER 1/15 - 12/17

Hampton & Hudson

Played a significant role in developing strategic plans toward operational excellence; Developed forecasts and maintained financial plans; Developed and implemented organizational strategies and policies; Supervised and increased effectiveness and efficiency of operational systems and processes/ policies to support organization's mission; specifically, supported management reporting/information.

EDUCATION

SALESFORCE CERTIFICATIONS

Administrator Training:

NPSP Training for Nonprofit Consultant Certification
[Complete Salesforce Administrator Certification Course \(Mike Wheeler\)](#)
[Salesforce Certified Administrator Training \(Francis Pindar\)](#)

References can be provided upon request or at first interview.