

LILY RAMIREZ

Salesforce Project Manager

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📍 Bellevue, WA

🌐 [LinkedIn](#)

WORK EXPERIENCE

Salesforce Project Manager

Salesforce

📅 2021 - current 📍 Bellevue, WA

- **Guided a nine-member cross-functional team in implementing Salesforce Agile Accelerator**, cutting project duration by 2 days and ensuring on-time delivery
- Integrated Salesforce Chatter into the project management workflow, improving communication and collaboration among team members and reducing meeting times by 3 weekly
- Implemented MuleSoft Anypoint Platform integrations to streamline data flows between Salesforce and external systems, saving eight hours of manual data entry per week
- Conducted project management training sessions bi-monthly for team members, boosting project management skills by 87%

Salesforce Consultant

Slalom Consulting

📅 2018 - 2021 📍 Seattle, WA

- Engineered Tableau dashboards for executive reporting, **increasing revenue visibility by 14% and boosting quarterly sales by 23,708**
- Assessed email communication patterns using Gmelius, slashing email response times by six minutes
- Utilized Smartsheet to create and maintain project timelines and resource allocation plans, improving project schedule adherence by reducing delays by 11%
- Overhauled Salesforce Sales Cloud configurations to improve lead management and sales pipeline visibility, increasing sales conversions by 16%

Business Analyst

Expedia Group

📅 2016 - 2018 📍 Seattle, WA

- Organized and maintained project documentation using Google Drive, reducing document retrieval time by four minutes
- Managed Jira Software boards and backlogs to track project progress, **reducing project delivery time by an average of six days**
- Analyzed sales data using Microsoft Dynamics 365, identifying trends that increased upsell opportunities by 14%
- Presented project updates and recommendations to senior leadership using Salesforce Chatter and Microsoft PowerPoint, driving alignment and decision-making by 99% approval

EDUCATION

Bachelor of Arts

Business Administration

University of Washington

📅 2012 - 2016

📍 Seattle, WA

SKILLS

- Salesforce Agile Accelerator
- Salesforce Chatter
- Salesforce Sales Cloud
- Microsoft Dynamics 365
- Tableau
- Google Drive
- MuleSoft Anypoint Platform
- Smartsheet
- Gmelius
- Jira Software