

## Contact

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(LinkedIn)

## Top Skills

Salesforce Administration  
Customer Service  
Salesforce Inspector

## Languages

English (Native or Bilingual)  
Spanish (Limited Working)  
Portuguese (Native or Bilingual)  
French (Elementary)

## Certifications

Salesforce Certified Administrator (SCA)  
Salesforce Certified Platform Foundations  
Salesforce Certified AI Associate  
Salesforce Certified Platform App Builder

# Willian C. dos Santos

4x Salesforce Certified | Salesforce Administrator | Data Management | Declarative Development | User Training & Support  
Greater São Paulo Area

## Summary

Ready, willing and able.

Always moving forward with the will to be a good team member, always attempting to do my best and whatever it takes within our limits to support each other.

My main skill is to train and support end users on Salesforce, with this we are always making sure that they will have much better efficiency within the platform.

I'm very pleased to get the chance to get to know people overseas whom I have a good time working with; I find this connection with co-workers a very important thing in professional and personal life as well.

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## Experience

### Self Employed

Salesforce Administrator  
January 2022 - Present (3 years 11 months)  
São Paulo, Brazil

- Provide Customer Support in a global scale project
- User provisioning
- Users management (roles, licenses, profiles, permission sets, queues, public groups)
- Implement solutions based on the stakeholders' requirements
- User training for users all across the globe
- Creating training materials
- Data Management
- Data quality maintenance
- Web-to-Leads
- Approval processes
- Community Pages for external users
- Objects management

- Automation( Workflows, Flows, Approval processes, Validation Rules, etc)
- User interface set up/customization
- Building and distributing reports and dashboards based on the users' needs.

### **Stefanini Brasil**

**Senior Information Technology Support Analyst**

January 2020 - January 2022 (2 years 1 month)

Poços de Caldas, Minas Gerais, Brasil

- Global scale project
- Customer support based on the ITIL standards
- Windows users provisioning
- Active Directory
- Powershell scripting
- Documentation of procedures based on the company's core model
- Sharepoint Online
- Implementation of new resources such as Hybrid Servers (worked with the HPE team)
- RFID implementation to the factory
- Network administration
- Cisco switches

### **Hardnet**

**Information Technology Infrastructure Analyst**

June 2019 - September 2019 (4 months)

- OS migration
- New hardware implementation all over the factory
- Altiris
- Troubleshooting

### **Stefanini Brasil**

4 years 10 months

**Bilingual Support Analyst**

April 2015 - April 2019 (4 years 1 month)

Poços de Caldas Area, Brazil

- Customer support on a global scale as a call taker
- Active Directory
- O365 Admin Center
- Remedy BMC ticketing system
- Data quality assurance
- Users' provisioning

- Putty
- Weekly reports
- Documentation creation and maintenance

**Bilingual Junior Support Analyst**

July 2014 - April 2015 (10 months)

Poços de Caldas Area, Brazil

- Customer support on a global scale as a call taker
- Active Directory
- Remedy BMC ticketing system
- Putty

**Hardnet**

**Field Support Analyst**

July 2013 - April 2014 (10 months)

Poços de Caldas Area, Brazil

- Worked as a Field Support analyst and was responsible for troubleshooting users' issues.
- Provided tier 1 software, hardware and tier infrastructure support.

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## **Education**

**Universidade Paulista**

Analysis and Systems Development · (2018 - 2021)

**Pontifícia Universidade Católica de Minas Gerais**

Bachelor's degree, Computer Science · (2013 - 2017)