

JOEL TAHIMIK

Crystal City, VA

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PROFESSIONAL SUMMARY

- Salesforce Administrator/Consultant at Client Cloudcare
- Over 6 years of experience in DoD Military Finance and Accounting
- Over 2 years as a Military Disbursing Cashier with Secret Government Security Clearance
- Possesses a strong work ethic, attention to detail, and excellent leadership and teamwork skills
- Driven by a commitment to simplicity, efficiency, and automation, consistently seeking innovative solutions to optimize processes and enhance organizational performance.
- Focused and hard-working, prioritizing important tasks and driving projects to successful completion in dynamic, fast-paced environments.
- Passionate for continuous learning and embracing new technologies with enthusiasm for personal and professional growth.

SKILLS & QUALIFICATIONS

- Certified Salesforce Administrator
- Certified Salesforce Associate
- Trailhead Ranger
- Microsoft Office/Google Workspace
- Customer Service Expertise
- Communication Skills
- Problem-Solving Skills
- Automation and Troubleshooting
- Database Administration
- Writing and Documentation

WORK EXPERIENCE

Salesforce Administrator/Consultant (Remote)

Client Cloudcare – San Diego, CA

June 2023 - Present

- Responsible for consistently resolving issues by identifying root causes, and implementing enhancements while minimizing disruptions to users and maintaining data integrity.
- Serves as liaison with clients, participating in meetings to ensure client needs are met. Proactively engaged in client meetings, actively listening to their needs and requests for tasks automations.
- Support automation management. Migrated Workflows and Process Builders into Flows, and documented these transformations to ensure seamless integration and ongoing clarity for the team.
- Implement system enhancements that improve the performance, security, and reliability of the system. Created and diligently maintained sandboxes, providing essential testing environments for safe development and robust quality assurance.
- Provide system training and technical guidance. Conducted real-time online training sessions for managers and users. Created videos for easy-to-follow guidance on how to use the system.
- Proficient in data import and export processes using a variety of tools, including Data Loader, Import Wizard, and Apsona, ensuring accurate data management and smooth data transitions.
- Assigned user profiles, permission sets, and role hierarchies in Salesforce. Configured and optimized objects, fields, and validation rules to align with business processes.

Military Finance & Accounting Specialist

U.S. Army 4th Infantry Division – Fort Cavazos, Texas

July 2004 - January 2011

- Authorized user of Case Management System via the Defense Finance and Accounting Service (DFAS) platform.
- Conducted meticulous examination of financial transactions to ensure accuracy, maintained precise accounting records, and facilitated data uploads for streamlined processing.
- Provided expert-level support for addressing customer inquiries related to financial operations.
- Demonstrated expertise in Department of Defense (DOD) Financial Softwares for comprehensive management of financial data, including analysis, recording, and data uploads.
- Contributed to the development, documentation, and implementation of the Standard Operating Procedure (SOP) for the Processing Department of Military Pay transactions.
- Facilitated training sessions to equip users with the necessary skills to proficiently utilize financial system software, ensuring their qualification for their roles before deployment assignments.
- Handled and disbursed over \$3 million during Operation Iraqi Freedom without loss of funds.

EDUCATION

Master of Business Administration (In Progress) | University of Mary Hardin-Baylor, Texas

Expected Graduation Date: June 2024

Bachelor of Business Administration | Accounting | Texas A&M, Central Texas

Associate of Arts in Business | Accounting | Central Texas College

SALESFORCE SUPERBADGES

App Customization Specialist

Business Administration Specialist

Access Governance Superbadge Unit

User Authentication Specialist Superbadge

User Authentication Settings Superbadge Unit

User Authentication Troubleshooting Superbadge Unit

Lightning Experience Reports & Dashboards Specialist

Multi-Factor Authentication and Single Sign-On Settings Superbadge Unit

SOCIAL MEDIA LINKS

LinkedIn: <https://www.linkedin.com/in/joel-tahimik-120b04261/>

Trailhead: <https://trailblazer.me/id/tahimik>