

Jordan Streeter

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Salesforce Business Analyst

EXPERIENCE

SonoSim, Santa Monica — *Salesforce Operations Specialist*

December 2022 - PRESENT

- Optimized Salesforce platform to streamline business processes and enhance workflow efficiency.
- Provided daily support and troubleshooting for Sales, Marketing, Engineering, and Business Operations teams.
- Conducted user adoption training, increasing platform engagement and user competency.
- Led the implementation of new Salesforce initiatives, ensuring seamless integration with minimal disruption.
- Spearheaded declarative customizations and automations, enhancing system efficiency and user experience.
- Committed to continuous learning and professional development, staying abreast of the latest Salesforce features and best practices.
- Conducted Salesforce onboarding and training for new employees.

EDUCATION

Western Governors University — *B.S. Software Engineering*

July 2024 - PRESENT

- Coursework includes Java, C#, Python, and JavaScript programming, data structures, algorithms, software design, and quality assurance.
- Emphasis on software engineering principles, cloud computing, mobile application development, and software security.

Humboldt State University — *B.A. Business Administration*

September 2017 - May 2021

SKILLS

Salesforce Configuration & Administration

Data Analysis & Reporting

Process Improvement

Agile Methodologies & Project Management

Technical Documentation

Problem Solving

Sales & Service Cloud

Automation via Lightning Flows

CPQ

APEX

Certifications

Salesforce Certified Administrator

CompTIA Project +

AWS Certified Cloud Practitioner

