Mallory Faria

Greater Montreal Metropolitan Area

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Summary

Certified Salesforce Administrator with a demonstrated history of working in the tech industry. Skilled in Customer Relationship Management, Microsoft Excel, Salesforce Administration, Technical Support and Customer Service. Strong in information technology, graduated with an A.E.C. in Building Services focused in Architecture Technology from Montreal Technical College.

Experience

Information Systems Product Owner, Salesforce

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Aug 2019 - Present (1 year 5 months +)

- General administration and maintenance of Salesforce instances
- Prioritizing and managing process improvement initiatives aimed at increasing data integrity, reporting capability, and process efficiency
- Working with the Software Development team(s) to integrate software products into Salesforce and other internal systems
- Conduct discovery sessions with end users and technical resources to ascertain current state processes and business rules and propose paths for improvement
- Assist business process owners in best practices and strive to support business needs using OOTB functionality vs. customization

Technical Lead, Salesforce Administrator

Thinking Capital

Jul 2019 - Aug 2019 (2 months)

Salesforce Administrator

Thinking Capital

Apr 2019 - Jul 2019 (4 months)

Application Support Specialist

Thinking Capital

Oct 2017 - Apr 2019 (1 year 7 months)

Customer Experience Specialist - Lead

Thinking Capital

Apr 2017 - Oct 2017 (7 months)

Senior Customer Success Agent

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Dec 2016 - Apr 2017 (5 months)

Sales Operations Coordinator
Thinking Capital
Sep 2014 - Dec 2016 (2 years 4 months)

Research Analyst
EVO Payments
Mar 2013 - Nov 2014 (1 year 9 months)

Senior Supervisor
EVO Payments
Aug 2014 - Sep 2014 (2 months)

Client Services Supervisor & Research Analyst
EVO Payments
Nov 2013 - Aug 2014 (10 months)

Customer Service Technical Support
EVO Payments
Nov 2011 - Mar 2013 (1 year 5 months)

Education

Montreal Technical College
Attestation of Collegial Studies (ACS), Architecture Technology
2013 - 2017
The Building and Public Works program, specializing in Architectural Techniques and leading to an Attestation d'Études Collégiales (AEC), is based on two fundamental subjects; construction which involves; building science, knowledge of materials and proper procedures required to achieve every element of a building, and drafting which constitutes the instrument by which the Architect or the Civil Engineer expresses his ideas to the client as well as to the contractor who must execute the work. In addition, the student is introduced to proper graphics language for each: the client and the contractor.

University of Toronto School of Continuing Studies
Certificate, Coding Boot Camp
2020 - 2021
Computer Science applied to JavaScript
Databases (MySQL, MongoDB)
Server Side Development (Node.js, Express, MERN Stack)
Browser Based Technologies (HTML, CSS, JavaScript, jQuery, Bootstrap)
Deployment (Heroku, Git)
Java

Quality Assurance (Writing Tests)

Licenses & Certifications

Salesforce Certified Administrator - Salesforce
18605849

Skills

Customer Service • Microsoft Office • Leadership • Call Centers • Risk Management • Credit Cards • CRM • Financial Modeling • Payments • Business Analysis

Honors & Awards

Technology Employee Recognition of the Month - Thinking Capital
Feb 2018
Awarded for taking initiative, creativity, motivation, engagement, willingness to learn, autonomy, self-awareness, drive for results, business knowledge, team player & organization

Core Values Exhibitor Award - Thinking Capital Financial Corporation
Nov 2018
Presented for winning the popular vote of employees for showcasing our core values.

Exemplary Character Award - Thinking Capital
Jun 2019
Was voted Exemplary Character of the year by colleagues and managers and awarded during the yearly company Oscars event.