M/F

Mallory Faria

TECHNICAL PRODUCT OWNER, SALESFORCE

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EDUCATION

University of Toronto School of Continuing Studies
Coding Bootcamp (Virtual)
November 2020 – Present

Administrator
Salesforce Certification
May 2018

Montreal Technical College
Attestation of Collegial Studies (ACS), Architecture Technology
2013-2017

Secondary School Diploma
Centennial Regional High School
2003-2008

EXPERIENCE

Technical Product Owner, Salesforce Administrator
Sharethrough / Montréal / August 2019 - Present

As a member of the IT/IS team, I am working closely with the Marketing, Sales, Finance, and Operation teams to make sure Salesforce is integrated and optimized for all business needs. My responsibility goes from gathering requirements to helping the development team with delivering efficient technical solutions to solve business problems.

Technical Lead, Salesforce Administrator
Thinking Capital / Montréal / September 2014 – August 2019

As a member of the IT team, I was working closely with the Marketing, Sales, Finance, Tech, and Operation teams to make sure Salesforce is integrated and optimized for all business needs. My responsibility goes from gathering requirements, working with a service desk to resolve tickets, administering Jira and other applications within the tech stack. I started in 2014 as a Sales Operations Coordinator, worked my way up, then transferred into the Technical side of the company and worked my way up there.

Senior Supervisor, Research Analyst
EVO Payments / Montréal / November 2011 – November 2014

As a supervisor of the Customer Service team, I was working directly with the team as well as the customers to resolve escalated issues. I also did research for any issues with transactions or payments that needed tracing and more information (chargebacks, duplicated transactions, disputes, etc).