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| M  F | | Mallory  Faria | | |
|  | | Technical Product Owner, Salesforce | | |
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|  | 514-515-9660 | |  | ExperienceTechnical Product Owner, Salesforce AdministratorSharethrough / 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 AdministratorThinking 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 AnalystEVO 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). |
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| EducationUniversity of Toronto School of Continuing StudiesCoding Bootcamp (Virtual) November 2020 – Present AdministratorSalesforce Certification May 2018 Montreal Technical CollegeAttestation of Collegial Studies (ACS), Architecture Technology 2013-2017 Secondary School DiplomaCentennial Regional High School 2003-2008 | | |  |
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