

NICHOLAS MALONEY



Nicholas.a.maloney@gmail.com
www.linkedin.com/in/nmal328
Trailblazer.me/id/nmal328

Energetic and enthusiastic to be part of a team serving a bigger purpose. Has a proven track of success performing above expectations and leading teams by example earning numerous monthly and quarterly performance awards and led his team to a Fiscal Year production award throughout the Eastern Region for Navy Recruiting. Has the ability to integrate and cooperate with any team he is placed on at any time. Ready to leverage in-depth knowledge of the Salesforce environment to help businesses succeed in any arena.

CREDENTIALS

- Salesforce Certified Associate
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- COMPTIA Security+
- Top Secret Clearance with SCI eligibility
- 26x Superbadges

EXPERIENCE

Salesforce System Administrator | Boldbrix | Jul 23 - Present

- Maintains and operates nationwide helpdesk with over 32,000 active users resolving user log in issues and develops and maintains territories within the active model.
- Built several nationally used reports and dashboards to support executive level leadership with KPI monitoring and decision making at national monthly production meetings.
- Developed several objects as Navy Recruiting Command transitions away from a legacy personnel management system into utilizing the Salesforce environment to track personnel data across the nation.
- Developed app with multiple objects requiring several Flows and validation rules to sunset Navy Recruiting Command's goal assignment system spearheading the sunset of an associated major legacy system.
- Managed a team of Business Analysts and Admins to coordinate the development of two separate systems within Salesforce leading to the qualification of one Salesforce Administrator.
- Resolved over 2,200 tickets leading to a 22% increase in ticket resolution and ease of system use amongst end users ranging from beginner to advanced skill level.
- Seamlessly integrated into a team of seasoned Business and System Analysts allowing for a streamlined ticket resolution process resulting in end user issues resolution being expedited.
- Developed several recipes in Tableau and performed required maintenance on dashboard charts utilized by executive level leadership within Navy Recruiting Command.

Salesforce Business Analyst | United States Navy | Jul 21 – Jul 23

- Managed and sustained Salesforce Org for end user ease of use by leveraging Reports, Dashboards, Data Import Wizard and complaint resolution strategies.
- Developed command specific prospecting reports and dashboards in order to easily track generated activity and KPI metrics for weekly and monthly goal attainment.
- Maintained data quality with Data Import Wizard and specialized reports to keep data as clean as possible for successful use by end users.
- Promoted the adoption of the Salesforce system and provided training across 8 states to over 150 end users on proper utilization of developed reports, dashboards and list views to aide in the transition from legacy CRM systems.

Skills

- | | | |
|-----------------------|-------------------------|-------------------------------------|
| ➤ Salesforce Flow | ➤ Process Builder | ➤ Custom/Standard Object Management |
| ➤ Validation Rules | ➤ Territory Management | ➤ Sales Cloud |
| ➤ Security Management | ➤ Lightning App Builder | ➤ Service Cloud |