

# NORBU SHERPA

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## CERTIFIED SALESFORCE ADMINISTRATOR WITH PROFESSIONAL EXPERIENCE IN SYSTEMS ADMINISTRATION, WORKPLACE TECHNOLOGY, CUSTOMER SERVICE AND ACCOUNT MANAGEMENT.

**Master of Accounting Studies**, Kaplan Business School, Australia, 2013  
**Bachelor of Commerce**, St. Xavier's College, India, 2008

### PROFESSIONAL SKILLS AND DEVELOPMENT

- Certified Salesforce Administrator. (ADM 201)
- Salesforce Trailhead: Expeditioner - Achievement – 71 badges: 53900 points.
- Software: Atlassian Cloud (JIRA, Confluence And Bitbucket), Git Hub, Salesforce, Siebel, OKTA, Pronto
- High Level Computer Skills: MS Office: Word, Excel and Outlook.
- Legislative training on superannuation and insurance.
- Leadership and Management Training at Law in order.

#### Programming Languages

- HTML
- CSS
- JavaScript
- Node.js

### EMPLOYMENT EXPERIENCE

#### 1. ATHENA HOME LOANS, SYDNEY OCT 2018 – PRESENT Salesforce Administrator

##### Salesforce Administrator:

- Creating and updating Approval process.
- Creating and updating flows.
- Creating and updating process builder.
- Using Data loader to extract, insert and bulk update records.
- Deployment using changeset and Bitbucket.
- Creating custom fields, permissions sets, permissions set groups, page layouts and Profiles.
- Working with managed package, Cloud lending (Skuid)
- Creating reports and dashboards.
- Creating and maintain public queues.
- Setting up single sign on.
- Nintex DocGen to create documents.
- Integration with Okra.
- Incident management: Providing operational support, defect management and incident tickets.
- Maintain all user access, creating new permissions set, Profiles, page layouts etc.
- Mass data upload using Data Loader.
- SOQL query using Dev console.
- Creating and working with scratch orgs.

- Documenting new procedure and design.
- Updating Apex methods and lightning web components.
- Using dev console to run SOQL queries and update records.
- Assist Development team to deliver feature-based functionalities (e.g. Creating List view, dashboards, reports and report types.)
- Creating new API user.

### **Integration:**

- Worked on Salesforce and Okta integration to enable Single Sign On.
- New Voice Media integration for telephony system.

### **Testing:**

- Unit testing, SIT, UAT and End to end regression testing of new features.
- Go Live Support: Providing go live support for weekly / fortnightly release to production.
- Salesforce Sandbox maintenance.
- Deployment: deploying through bitbucket pipelines and change Sets
- Working with Managed package. (Cloud Lending).

### **System Administrator**

#### **Okta Administrator**

- All User access provisioning through Okta (SSO).
- Security – Geo blocking, Ip restriction.
- All support tickets related to Okta.
- Performing quarterly User Access Review.
- Integration with Atlassian Cloud, Salesforce, Front etc.
- Designing Groups and roles.

#### **Atlassian Cloud (Jira and Confluence) administrator.**

- All user access provisioning.
- Setting up security for different projects.
- Configuring Jira service desk to capture all requirements and details for all operational tickets.

#### **New Voice Media (Telephony system)**

- Responsible for all User access.
- Integration with Salesforce.
- License Procurement.

### **Front**

#### **IT Helpdesk**

- All IT related support ticket.
- Zoom Administrator.
- Office 365 Administrator.
- Project Management.
- Front Administrator.
- Slack Administrator
- Hardware procurement.
- SaaS License procurement.

- Hardware Audit.
- Working with IT support partner configuration and deployment of ATP and JAMF.
- Making sure all meeting rooms are always functional.

### **ACHIEVEMENTS:**

Athena Hero – For high level of performance - 2019

### **2. TIMG (LITSUPPORT), BUREAU SUPERVISOR, SYDNEY FEB 2018 – JULY 2018**

- Analyse and interpret client specific data to identify client requirements and offer product suite solution and the best approach to meet client requests and timeline.
- Engage in commercial conversations and negotiations including solution recommendations.
- Work with and support Account Managers to drive marketing strategies and retention in key accounts
- Build and foster strong business partnerships with a goal to increase CLV (Customer lifetime value) for TIMG.
- Educate consumers (law firms) of TIMG's product suite.
- Liaising with other departments to drive resolutions and outcomes for client escalations.

### **3. AMP, CUSTOMER CONSULTANT, SYDNEY, JUNE 2017 –FEB 2018**

- Aiding annual superannuation statements including investment options, investment fees and other fees related to the policy.
- Promoting AMP's online service and mobile app
- Financial advisors and planner enquiries assistance.
- Maintaining client's profiles daily on Seibel (CRM)
- Adhere to all security protocol to maintain privacy of sensitive client information.
- Meeting daily KPI's for growth lead and retention leads.

### **ACHIEVEMENTS:**

- Completed legislative training on superannuation and insurance.
- Awarded 3 KPI acknowledgements for exceeding NPI scores.

### **4. LAW IN ORDER, SHIFT SUPERVISOR, SYDNEY, FEBRUARY 2015 – APRIL 2017**

- Diverse role, accountable for daily operations and service delivery, and leadership of a team of Litigation Support Clerks including training and development with close performance management and skills correction as required
- Accustomed to working in a high-pressure environment to tight project turnarounds and deadlines.
- Liaise directly with clients, conduct calculation of job costs and estimate completion times to prepare quotations, and arrange delivery of finished product
- Evaluate clients' needs to ensure customers were provided with accurate advice and followed up on customer satisfaction on a regular basis
- Interpret and comply with statutory requirements and organisational procedures including the Privacy Act and Confidential Principles.

### **ACHIEVEMENTS:**

- Commended and recognised by Manager for professionalism and high level of customer service due to receiving numerous positive feedback from customers
- Consistent in delivering quality service and in achieving set KPIs.

### **5. LAW IN ORDER, QUALITY ASSURANCE SUPERVISOR, SYDNEY AUGUST 2014 - FEB 2015**

- Integral to business operations and service delivery, contributed to delivery of a consistent and Quality service to clients
- Oversaw internal control systems and all relevant documentation and records
- Conducted review and Quality check of all documents ensuring client instructions are adhered to
- Ensure all jobs are completed to a high standard and delivered within service level agreement – worked additional hours to meet deadlines during busy periods
- Coordinated with the delivery team to ensure all deliveries are made to the correct destination.

#### **ACHIEVEMENTS:**

- In recognition of skills, flexibility and willingness to take on more responsibility i.e. Working out of hours and covering shifts at short notice to meet work output and deadlines – promoted to Shift Supervisor.

### **6. LAW IN ORDER LITIGATION SUPPORT, AUGUST 2013-AUGUST 2014**

- Diverse role, reporting to the Operations Manager, carried out various, high volume administration tasks to meet deadlines, including collating documents, printing and photocopying, delimiting and scanning, filing and binding and attending to deliveries as required
- Maintained high standards of excellence, particularly in relation to identifying problems and determining corrective actions
- Developed detailed knowledge and experience of operational systems within the department, updated details in client databases, submitted reports for activities and results.
- Fostered positive and collaborative working relationships with all team members, i.e. sharing ideas and information, providing positive feedback to others, and assisting and supporting others to meet the set targets.

#### **ACHIEVEMENTS:**

- Due to receiving numerous positive feedback from clients, was recognised for professionalism and promoted to a supervisory role within a very short timeframe.

### **7. IBM DAKSH, CUSTOMER SALES REPRESENTATIVE, JULY 2007 –MAY 2008**

- Customer support for up to 100 incoming calls per day for customers of Bell Express View, a leading provider of Pay Per View and On-demand Satellite TV services in the United States
- Applied a comprehensive understanding of the products and services of the company, and the importance of high-quality customer service as representative of the client company
- Up selling and cross selling other offerings provided by Bell Express View
- Resolved a variety of problems, issues and requests for information, altering response type as needed
- Proactively escalated and communicated critical issues to the team leader

## **REFEREES**

- 1) Steve Hannah, Bureau Manager- LitSupport –TIMG  
Phone no: - 0411553997.

- 2) Vivek Palden Tamang, Production Manager -Law in Order  
Phone no: 0435231678.
- 3) Rohit Patil: AMP Customer Care Consultant.  
Phone no: 0450383179
- 4) Athena Home Loans – will provide on request.