**Kaisaun Paul**

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**Employment:**

**Bedford Stuyvesant Restoration Jan 2018 - Current**

*Lead Salesforce Admin Developer Consultant*

*Responsibilities*

* Lead Development and Maintenance of Salesforce Lightning Org
* Design Architecture of related Objects and Records
* Import New Data
* Update Existing Data
* Create Custom Fields & Objects
* Create Custom Record Types
* Create Custom Page Layouts
* Create Custom Profiles, Page Layout Assignments, & Defaults
* Create Custom Apps
* Create WorkFlows & Processes
* Create & Manage Reports
* Create & Manage Dashboards
* Create & Manage Users & Profiles
* Manage Profile Permissions

*Accomplishments*

* Collaborated with key stakeholders from five Programs in order to successfully complete data migration into new Salesforce org. The data migration included thousands of records for Workforce, Jobs Plus, All for One, Financial Empowerment, and Youth Education & Training. These records extended across multiple excel sheets and required cleanup before import.
* Created four declarative Salesforce Lightning Apps for All for One, Financial Empowerment Center, Workforce, and Youth Education & Training.
  + Lightning Apps Included:
    - *Dozens of custom fields/formulas.*
    - *Object creation and relationship mapping.*
    - *Custom Profile Permissions and Page Layout Assignments*
    - *Defaulted User Profiles to their respective Apps*
* Created process automations to track how many times the Client’s come in to receive Services across all Programs
* Created process automations to auto-populate details across multiple Objects for easier data entry when clients receive services.
* Created Custom Object Master Detail Relationships to relate Standard Objects to eachother
* Created Custom Object Lookup Relationships
* Created Custom Report Types to track Custom Data in Reports
* Created Custom Record Types to use the Campaign & Campaign Member Objects for 5 different Services Provided
* Created, Updated, and Managed Reports and Dashboards to track data across 6 programs for Current & Previous Fiscal Years, as well as All Time
* Created Duplication Rules
* Created Validation Rules
* Created Workflow Processes with Process Builder to fill in Custom & Standard Field’s when specific criteria is met

**Unveiled Potential August 2017- May 2018**

*Salesforce Admin Consultant*

*Responsibilities*

* Assist client's with day to day Salesforce maintenance and updates

*Accomplishments*

* Performed Admin processes:
  + *Bulk updates*
  + *Bulk Inserts*
  + *Mass deletes*
  + *Data Migrations*
  + *Reports & Dashboards*
  + *Created Workflows Using Process Builder to Create records based on data Imported from Third Party Apps*
  + *Configured Lightning Object Pages:*
  + *Added Lightning Components*
  + *Configured Third Party Lightning Components*

* Performed Developer processes:
  + - * + Written Apex Classes:

Automate Emails

Query bulk data with specific criteria using Batch Apex

* + - * + Written Apex Triggers

Automate Email Apex classes at specific times

Automate Push data to external Third Party Apps

Automate Pull data from external third Party Apps

* + - * + Created Visualforce Pages using Apex

Created Custom Detail Pages

Created Custom Links to External Pages

**Families for Excellent Schools March 2017- August 2017**

*Assisted with databasing needs and issues as a Salesforce Admin and Developer.*

*Responsibilities*

* Data Structuring.
* Data preparation before mass uploading and mass uploading of prep data.
* Data duplication removal from Salesforce.
* Reporting and dynamic dashboard creation.
* Doing research on Salesforce integrated third party tools.
* Data security.
* Formulas & validations rules.
* Process automation with process builder.
* UI customization through administrative clicks.
* Change Management.
* Providing remote support to users

*Accomplishments*

* Performed Bulk inserts for Contacts and Accounts for Program team after communicating with stakeholders in order to clean up excel sheets and identify actionable information.
* Performed Bulk Upserts for Contacts and Accounts for Program team and Development Team.
* Performed Bulk Deletes for Contacts and Accounts for Program team.
* Removed Duplicate Contacts for Program team
* Written custom code and validation rules for electoral engagement team.
* Created fields and formula fields on custom and standard Salesforce Objects.
* Created dynamic dashboard to help program team keep track of key performance indicators for over 50 users in three states.

**Avast Total Support May 2016- Nov 2016**

*Provided technical support to Avast’s customers worldwide.*

*Responsibilities*

* Maintain optimal functionality and performance of Avast Software
* Maintain optimal functionality and performance of client’s computers
* Clean up junk files and folders
* Provide Hardware assistance and technical support
* Provide Anti-Virus support

Accomplishments

* Repaired Avast AntiVirus software
* Repaired Third Party Softwares
* Performed registry repairs
* Permissions Issues
* Removed Malicious or Faulty Software
* Third Party Application or Programs support
* Repaired and/or Installed Hardware Drivers
* Formatted Hard Drives
* Full OS reinstalls/ repairs/ upgrades

**T-Mobile Cellular Tower Engineer Trainee Nov 2014 - Feb 2015**

*Assisted in installation of I-9 GPS location system and 4G cellular network system in North Carolina for T-Mobile.*

*Responsibilities*

* Traveled from site to site maintaining proper functionality of cellular towers in North Carolina
* Maintain up to date Cellular Network capabilities for Towers in North Carolina

Accomplishments

* Upgraded cellular tower software from 3G technology to 4G
* Upgraded cellular tower software from 4G technology to 4G LTE
* Installed Cellular Tower Hardware 3G technology to 4G
* Installed Cellular Tower Hardware 4G technology to 4G LTE
* Uninstall Battery Power sources for Cellular Towers

**Sonoco Oracle Project Nov 2012 - Feb 2013**

*Trained and assisted factory workers with implementation of the database software Oracle.*

*Responsibilities*

* Traveled from one Factory to another as an IT Engineer to ensure success in productivity and the implementation of the Oracle software.
* Provided desktop support on-site and assisted with daily functions such as clocking in, selecting an assignment, and inputting data upon completing an assignment using the software that required troubleshooting and resolving issues.

Accomplishments

* Experienced in Oracle Databasing
* Resolved troubleshooting issues with data input and syntax errors

**AppleCare Technical Support Advisor** **May 2012 – Nov 2013**

*Assisted Apple customers with technical issues regarding their Apple iOS devices*

*Responsibilities*

* Provided General and Technical support for iPhones, iPods, and iPads
* Maintain proper functionality and performance of iOS devices
* Assist with Installation and Updates for iOS Software
* Sell and Renew Applecare Technical Support memberships

*Accomplishments*

* I held a 100% Customer Satisfaction rating for over a year straight
* Gained Specialization in all iOS devices from iPhones, iPods, and iPads.
* Provided desktop support via remote access using a VPN to connect to the customer.
* Empathized with the customer and handle extreme customer satisfaction issues as Technical Supervisor.
* I ranked 1st out of 350 employees at my site based on KPI, and 27th out of 7752 employees nation wide.
* As a top ranked advisor I held positions from floor support, team lead, and technical supervisor in my first 6 months

**Apple Online Store Sales Support** **Aug 2011- May 2012**

*Assisted Apple customers with any issues involving an order placed with the Apple Online Store.*

*Responsibilities*

* Handled questions about the features or technical specifications of products
* Correct orders placed by or for customers.

*Accomplishments*

* Maintained 96% customer satisfaction for duration of my employment

**Humana Customer Care Specialist** **Aug 2010-Aug 2011**

*Assisted customers with questions involving their health benefits.*

*Responsibilities*

* Interpreted customer’s benefits regarding health, prescription drugs, dental, and vision to relay the info in a way that is easier for them to understand.
* Determined potential customer eligibility and enrollment status for Medicare.

Accomplishments

* Maintained 98% quality grade
* Received first of many HIPAA certifications
* Gained qualification for Medicare License to sell Medicare Insurance policies

**Training and Education:**

Salesforce Trailhead 2016

Trails

* Admin Beginner
* Admin Intermediate
* Admin Advanced
* Developer Beginner
* Developer Intermediate
* Developer Advanced