**Myles Grossblatt**

**Certified Salesforce Administrator**

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**Certification:**

Certified Salesforce Administrator

**Experience:**

***Greenheart Travel (July 2017-Present)***

***Consultant – Salesforce Adminstrator***

Work with program managers to redesign sales process workflows by replacing certain workflows with Process Builder flows or eliminating the workflow. This is done by auditing workflows redundancy and eliminate redundant workflows.  
Helping with the successful transition from Form Assembly by creating new application/survey forms in FastForms  
Developing and maintaining thef Salesforce “helpdesk” ticketing system by utilizing Cases for ad hoc fixes and small projects  
Project manager for all Salesforce related projects  
Design reports and dashboards to manage sales performance and program management tasks   
Redesign page layouts for easier use for Users, as well as, auditing all fields for redundancy and eliminate the redundant fields  
Be the lead in research for new Salesforce-related applications that may be of use for Greenheart Travel by ensuring that GHT is using Salesforce to its fullest potential.  
Relieve program managers of administrative rights in Salesforce by creating new custom Profiles  
Assist other departments within Greenheart with Salesforce as needed (DOVE, STP, WT, etc.)

***Ounce of Prevention (March 2016 – June 2017)***

***Business Analyst – CRM, Salesforce Administrator***

Configure workflows, and processes that lead to a better user experience. For example, using the Process Builder to create three consecutive tasks assigned to the specific user automatically each time that User set a specific value on a Contact record.

Creating customized dashboards and reports for VP’s, and executives that brought about a 7% increase in donations over the course of the fiscal year 2017

Used the Case cue to find patters of consistent deficiencies in User experience, and create the necessary User Documentations that dropped the number of those Cases

Train end-users and create training documentation

Manage/gather business requirements from business stakeholders from all divisions and used that information to create the Custom Objects of Technical Assistance and TA Participants that are used Org wide

Create, and maintain all Conga Composer buttons within Salesforce in order to meet the needs of Users

Establish integrations between Cvent and Salesforce for all events and campaigns and maintain a weekly error report that has helped decrease errors to a 95% success rate

Create reports, and then export them into Excel and employ advanced Excel formulas to discover patterns

Produced 20+ successful projects including but not limited to, Visualforce pages, Apex Triggers, and third party integrations using the SCRUM model

***Wize Choice Creations (November 2015-Present)***

**Salesforce.com Administrator / Consultant**

Developed the Salesforce instance for Wize Choice Creations by creating Custom Objects to meet the needs of the business

Used the Data Loader and Data Loader Wizard to load all Accounts, Contacts, and Sales (Custom Object) into the Salesforce instance

Create Reports and Dashboards that lead to a 14% growth in sales by displaying which Stores (Accounts) have not been touched by a Sales Rep in 3 months or more

Consistently analyze data to ensure accuracy, and to discover patterns for improving selling techniques that has improved business by 12%

[***Allstate***](https://www.linkedin.com/company/allstate?trk=ppro_cprof) ***(April 2013-September 2015)***

**Education Analyst - New Agency Owner Education (NAOE)**

Lead a small team of Allstate employees to initiate 80+ laptops for the New Agency Owner Education (NAOE) class

Act as the go to person for Agents with technology issues while they are in training at Allstate University in respect to their Allstate provided laptops for a user experience that increased by 23%

Created WebEx links and connections that allowed the class leader to save 10 minutes, for extra class time

Organizing materials for the facilitators to use for pre and post NAOE classes

Build new processes for efficient data analysis that organized students into their correct classes more accurately, with only a 2% rate of change required, down from 15%

Update Gateway (Allstate owned website) as needed for NAOE with the latest materials, as well as, act as a site administrator for “Metrics that Matter” and Talent Connection for the needs of the team

**Salesforce.com Administrator**

Maintain Allstate's Salesforce.com website account for its users. This includes uploading vital information daily, weekly, and monthly via the Data Loader, and Data Loader Wizard

Provide education to new users, as well as, continuing education for current users that lead to a 75% decrease in recurring issues

Ensuring users have the proper roles, and are able to view their Areas of Responsibility and make the necessary changes to Profiles and Roles when required to secure data integrity

Design new and useful applications for the site.

Provide personal client assistance when called upon

Build out daily, weekly, and monthly reports for multiple business units

Create reports, and then export them into Excel and employ advanced Excel formulas to discover patterns

**Young Professional Organization (YPO) Core Team Member – C&M Team**

Help create, promote, and distribute Communication & Marketing materials representing the YPO for Allstate.

[***Sunburst Digital***](https://www.linkedin.com/company/sunburst-digital?trk=ppro_cprof) ***(July 2012-April 2013)***

**Educational Solutions Adviser**

Providing exceptional educational solutions to the schools throughout the Nebraska, Kansas, and Oklahoma school districts. Ensuring that every school in those states has the best software and hardware for their students. Helped implement the initial LearnPad sales team.

[***Norwegian Cruise Line***](https://www.linkedin.com/company/norwegian-cruise-line?trk=ppro_cprof) ***(August 2010-July 2012)***

**Teen Counselor**

Lead a team of up to three, to create a fun, safe, and nurturing Teen Center for the Teen Cruisers aboard Norwegian Cruise Line ships. Part of these duties included being the Vice Leader of an Emergency team that had 10+ members, passing successfully multicultural classes and rigorous safety courses. This was evidenced by a better amount of “S.T.Y.L.E.” cards.

**Hillel of Tel-Aviv University**

**Program Coordinator for Overseas Students (Internship)**

Programmed events for the overseas students at Tel-Aviv University. This included weekly, bi-monthly, and monthly discussion groups, dinners, and social fundraising gatherings. My work helped to increase attendance by 15%.

[***Bizar Entertainment***](https://www.linkedin.com/company/bizar-entertainment?trk=ppro_cprof) ***(August 2000-Present)***

**Event Coordinator / Manager, Customer Retention Manager, & Disc Jockey (DJ)**

Manage a team of 3-8 individuals to ensure that all equipment, and staff are ready for event

Create and establish strong relationships with the venues and their staff

Constantly recruit, train, and manage current and future staff   
Respect client requests for music selection and energy level  
Motivation to succeed to bring about client satisfaction to warrant repeat clients that has been proven by a 60%+ rebooking rate

Punctuality as a key point for successful affair, in that at no event has ever started late

**Education:**

[**University of Kansas**](https://www.linkedin.com/edu/university-of-kansas-18385)

Bachelor of Science (BS), Sociology

2004 – 2008

Minored in Communication

*Activities and Societies:* Student Union Activities (SUA), KU Hillel

**Adlai E. Stevenson High School**

2000 – 2004

*Activities and Societies:* Boys of Stevenson Spirit (B.O.S.S.)

Stevenson Radio Station

**Skills:**

* Intermediate knowledge of Spanish
* Advanced Skills in Microsoft Word, Excel, PowerPoint, and Outlook
* Public Speaking
* Administer WebEx