

# Robert Myers

1100 Centerville Rd, Lancaster, PA 17601 | P: (717) 327-7988 | robbamyers@icloud.com

## SUMMARY

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Experienced education professional with demonstrated success working in the higher education and EdTech industries. Certified in Salesforce administration and skilled in process implementation, growth strategies, leadership, sales pipeline management, and student relationship management.

## EXPERIENCE

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### Thinkful, Inc. – Remote

*Jr. Salesforce Administrator*

*Sept 2018 – Present*

- Managed prospective students as they complete the admissions process for full stack web development, data analytics, data science and UI/UX courses
- Migrated from Zoho to Salesforce – utilized Data Loader to export/import +500k records. Reduced initial setup time by 50%
- Configured automation to improve sales processes (e.g., workflows, process builder, quick actions, flows, Apex triggers)
- Implemented project management tools to plan, track and complete projects following Agile methods
- Interviewed key stakeholders to determine business needs and functionality required on a weekly schedule
- Managed data security for +50 user instance (2FA, forced password resets, scheduled data/metadata backups)
- Created annotated training video library to expedite new hire training

### Trilogy Education Services, Inc. – Boca Raton, Florida

*Admissions Advisor*

*Aug 2017 – Sept 2018*

- Single Salesforce User Acceptance Tester for +125 Admissions Advisors
- Managed UAT Sandbox for current Salesforce Administrators
- Created and utilized Salesforce reports/dashboards to facilitate team accountability
- Generated weekly lead source reports and routed anomalies to marketing team reducing marketing spend
- Launched University of Pennsylvania's Coding Boot Camp
- Participated in employee web development program

### Neill – TSP – Fort Lauderdale, Florida

*Admissions Manager*

*Nov 2015 – Aug 2017*

- Management of leads and conversions in Salesforce
- Constructed Salesforce list views and dashboards both advisor and management facing
- Created custom Salesforce objects/fields specific to business needs
- Managed importing of enrolled student information to Department of Education database
- Complied with all NACCAS, VA, Department of Education and FERPA regulations
- Secured commitments from prospective students through facility tours and group events

## EDUCATION

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### Penn State University

B.S. Software Engineering, *In Progress*

*January 2020*

### Kutztown University of Pennsylvania

Fine and Studio Arts, *Some College Coursework Completed*

*May 2013*

### Hempfield High School

High School Diploma

*May 2010*

## ADDITIONAL

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**Certifications & Training:** Salesforce Certified Administrator (ADM-201), Business Administration Specialist, Lightning Experience Reports & Dashboards Specialist, Security Specialist