Sarah Zaccagni

sarahzaccagni@gmail.com (215) 498 5025

EDUCATION

Fordham University at Lincoln Center, New York, NY, May 2016

Bachelor of Arts in Interdisciplinary Mathematics and Economics, Minor in Environmental Studies

PROFESSIONAL EXPERIENCE

Salesforce Administrator, Interaudi Bank, New York, NY, 2016 – August 2021

Officer, Innovation Team, Sept. 2019 – August 2021

- Execute large scale projects to increase end user efficiency while improving development and back-end processes within our Salesforce org
- Coordinate with multiple departments, identifying operational and business product inefficiencies and implement workflow automation solutions within our Salesforce org
- Manage junior team members by delegating responsibilities and providing guidance on project implementation
- Develop new skills for any project implementation that requires a new software or application

Senior Associate, Innovation Team, Sept. 2018 - Sept. 2019

- Oversee full project life cycles from brainstorming to production implementation in our Salesforce org

Associate, Innovation Team, Sept. 2017 - Sept. 2018

- Maintain data integrity within our Salesforce org by monitoring daily, weekly, and monthly audit reports, investigating and cleaning when necessary
- Present Salesforce onboarding to new employees at the bank

Analyst, Innovation Team, June 2016 - Sept. 2017

- Provide support to the innovation team by trouble-shooting user issues experienced on the Salesforce Platform
- Assist in projects by executing delegated tasks for Salesforce org development, primarily by building out custom objects, workflows, and process builders in sandbox and production environments

PROJECTS

Marketing Cloud Platform Implementation

- Utilize AMPscript language to build a highly customized, dynamic newsletter template that will be sent to asset management clients
- Build automations and filtered data extensions to send newsletters at various frequencies to the appropriate audience

Shield Platform Encryption Implementation

- Identify all necessary adjustments to be made to our Salesforce org to migrate from a third-party encryption scheme, CipherCloud, to the native platform solution, Shield
- Work with the IT department to ensure all integrated processes and data uploads to our Salesforce org continue to function seamlessly throughout the migration to Shield Platform Encryption
- Keep detailed, organized documentation on all changes made for the migration to Shield platform encryption to be provided to examiners

Skills: Python, JavaScript, HTML, CSS, SQL, Salesforce Certified Administrator, Visualforce, Apex, SOQL, Salesforce Marketing Cloud, Salesforce Analytics, Conga, Docusign, Formstack, Monday, Procreate
Interests: Bullet Journaling, Painting, Digital Illustration