

# Taylor Dean

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## CERTIFICATIONS

Salesforce.com Certified Administrator

August 2020

Salesforce.com Certified Platform App Builder

October 2020

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## SKILLS

**Salesforce:** Process Builder, Reports and Dashboards, Object Management, Roles and Profiles Configuration, Page Layout Customization, Data Loader, NPSP

**Web:** JavaScript, HTML, CSS, WordPress, Google Analytics, Google Ads, Tag Manager

**Office:** Microsoft Excel, Visual Basic for Applications, VLOOKUP, Pivot Tables, Macros

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## RELATED EXPERIENCE

**Development Coordinator**, Catholic Charities

*May 2019 – September 2020*

- Built system of security settings with profiles, permission sets, and roles to ensure users have appropriate level of data access and visibility allowing for segmented data and tailored experiences within singular environment.
  - Developed practice of providing training sessions to end users on a quarterly basis to promote Salesforce system user adoption and confidence.
  - Started initiative of gathering use cases from internal organization units to develop new Salesforce platform solutions with declarative tooling to improve or automate organizational workflows.
  - Created and managed all custom fields, automation processes, profiles, objects and relationships, permission sets, reports and dashboards, and record types within the Salesforce CRM instance.
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## WORK EXPERIENCE

**Operations Consultant**, FireEye

*September 2020 - Present*

- Successfully serve as point person for managing regular contractor assessments and quarterly reporting resulting in timely and accurate submission of all required evidence.
- Lead and organize recurring staff meetings for 15+ key staff members to coordinate program management activities enhancing collaborative and leadership abilities.
- Create standard operating procedure documentation and utilize version control to develop reliable and consistent PMO activities leading to heightened organization and document control.

**Intern**, Bexar County Health Collaborative

*Spring Semester 2019*

- Performed regular maintenance of CRM / online repository of health providers in Bexar County.
  - Utilized photo editing software, including but not limited to Adobe Photoshop and Illustrator, to create marketing materials for the public resource database.
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## EDUCATION

The University of Texas at San Antonio

GPA: 3.24

**Bachelor of Science in Public Health**