

Taylor Dean

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EDUCATION

UNIVERSITY OF TEXAS AT SAN ANTONIO | BS HEALTH

San Antonio, TX | August 2019

GPA: 3.65

WORK EXPERIENCE

FIREEYE | OPERATIONS CONSULTANT

Remote | Sep 2020 – Present

- Utilizes all available tools, data and resources to support a PMO, including SalesForce.
- Ensures continuity of program activities and deliverables to support large, multi-faceted customer project
- Serves as a trusted advisor to the Director regarding all aspects of a Program Management Office (PMO) including reporting, audit, compliance, and risk.

CATHOLIC CHARITIES | DEVELOPMENT COORDINATOR

San Antonio, TX | May 2019 – Present

- Reduced department software licensing fees by creating an automated grants management system in Salesforce with tools such as Process Builder and Workflow Rules.
- Implemented digital advertising campaigns with Google Ad Grants and now manage a \$30,000 monthly budget; reaching 500-800 new users per month with campaigns that average 10-25% clickthrough rate (CTR)
- Create and manage all custom fields, validations, workflows, objects and relationships, permissions, dashboards and reporting, sales processes, campaigns, record types, and applications within the Salesforce CRM instance.
- Developed training materials and technical documentation used to host regular software training sessions for staff and/or volunteers.
- Build and optimize website content with technologies such as HTML, CSS, JavaScript, WordPress, & PHP.
- Created Python scripts which automated previously existing data management/entry workflows; increasing overall efficiency by 10-25%.

BEXAR COUNTY HEALTH COLLABORATIVE | INTERN

San Antonio, TX | Jan 2019 – May 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.

SKILLS

TECHNICAL HTML, CSS, JavaScript, Salesforce, PHP, WordPress, Advanced Custom Fields
Excel, Google Ads / Paid Search Engine Marketing, Database Maintenance

LINKS

GITHUB

<https://github.com/tdean787>

SALESFORCE TRAILHEAD

<https://trailblazer.me/id/taylor-m-dean>

LINKEDIN

<https://www.linkedin.com/in/taylor-m-dean/>

CERTIFICATIONS

SALESFORCE.COM CERTIFIED ADMINISTRATOR - ADM 201 SALESFORCE | AUGUST 2020

SALESFORCE.COM PLATFORM APP BUILDER SALESFORCE | OCT 2020

A+ COMPTIA | JAN 2021