

**SALESFORCE
CERTIFIED**

Administrator

PROFILE

I am a Certified Salesforce Administrator with a passion for business and technology. I have strong communication skills and ability to multi-task while maintaining a calm attitude in high-pressure situations. I am skilled in managing multiple user setup, profiles and roles, customization of objects, fields and page layouts, record types, reports and dashboards in Lightning and Classic, business automation using the different tools in Salesforce. I value team work and have maintained a positive relationship with colleagues at all organization level.

CONTACT

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TWITTER
https://twitter.com/Will_Estrada81

TRAILHEAD
<https://trailhead.salesforce.com/en/me/william-estrada81>

SKILLS

- o Salesforce.com
- o Data Loader
- o MySQL
- o MS Office (Excel, Office, Power Point)
- o Reports and dashboards
- o Workflows, validation rules
- o Lightning Apps
- o Windows OS, MacOS
- o Bilingual – English/Spanish

WILLIAM ESTRADA

Salesforce Certified Administrator

WORK EXPERIENCE

Volunteer Work at Miami Dade State Attorney's Office – Salesforce Administrator

April 2018–Present

- Develop a Lightning Application to track Special Needs Children cases
- Planned and implemented Custom Validation Rules, Approval Processes and Auto-Response Rules for automating business logic
- Created Workflow Rules and defined related tasks, email alerts, and field updates to automate processes
- Experience in building process using process builder
- Performed the detailed analysis of functional and technical requirements; designed and deployed custom objects; identified the lookup and master-detail relationships
- Experience in Data Migration using Import Wizard and other integration tools like Data Loader
- Created various Reports, Dashboards and Report folders

Miami Dade State Attorney's office – Intake Clerk II & Videography June 2015–Present

- Coordinate Special Needs Children appointments for a forensic Interview
- Intake Children's cases from different law enforcement agencies into our database system
- Videotape and process all forensic interviews using professional equipment

Miami Dade County Public Schools – Adult ESOL Instructor May 2015–Present

Freelance Photographer - Business Owner 2006–2014

EDUCATION

Miami Dade College

August 2016 - Present
Bachelor in Information Systems Technology

Felix Varela Educational Institute

2000 - 2005
Bachelor's Degree in Education

CERTIFICATIONS

Salesforce Administrator

November 2018 – Credential ID: 19338789