**Christian Nduka**

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**PROFESSIONAL SUMMARY**

Salesforce and Gainsight Systems Administrator with experience in configuring profiles and administrative permissions to grant/deny users access to platform features. Skilled at building customized dashboards for team members to keep track of the cases assigned to them and to share insight across the company. Experienced at monitoring Gainsight dashboards of end users as well as providing ongoing maintenance of data and processes. Knowledge of infrastructure and skilled at preparing, reviewing, revising, and maintaining technical documents. Proficient in troubleshooting within Salesforce, outlining problems and developing innovative solutions.

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| --- | --- |
| Operating Systems | Windows, Mac OS |
| Software’s | Salesforce – Community, Service Cloud, Gainsight, Salesforce CPQ, Salesforce Marketing Cloud,, Sales Cloud |
| Project Tracking/Methodologies | Agile, Atlassian/ Jira |
| Technical Skills | Dashboards, Custom Objects, Business Process, Workflow Rules, Sfdc, Validation Rules, Email, Approval Processes, Data Manipulation, Sandbox, SOQL, Service Cloud, API, Record Types, Setup, Formula Fields, Pardot, Web Services, Visualforce Pages, Custom Fields, Custom Tabs, JavaScript, Load Data, CSS, AppExchange, Custom Reports, User Roles  Salesforce CPQ, Salesforce Marketing Cloud, 10+ Years Advanced Knowledge of Excel (Pivot Tables, Formula, Excel add-ins, Build Scripts, building macros, mail merges and Install Shield), Tableau ( 4+ Years of Experience) |

**EDUCATION**

**University of Maryland Global Campus**, MS. *Computer Information Technology/Cybersecurity*

**CERTIFICATIONS**

**CompTIA Security +**

Salesforce Systems Administrator

Gainsight NXT Associate Admin

Servicenow Certified System Administrator – In Progress

ITIL Certification – In Progress

**WORK EXPERIENCE**

**Northeastern University (Short Term Contract)**

**Salesforce Administrator (June 2022-Present)**

* Perform database maintenance tasks
* Partner with Marketing and other teams on cross-functional projects
* Help with training and support for the users on the Revenue Systems Tech stack
* Manage day to day tickets
* Assess and generate technical scopes of work and detailed system solutions
* Participate in documentation and improve the overall quality and completeness
* Build workflows, flows, and other applicable automation
* Maintains multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features
* Perform data integrity (rules and merging records) functions establishing proper ownership and record type maintenance in accordance with sales territories
* Supports the training department with new material for end users on the Salesforce.com application. When called upon, help to train the new and existing users how to use SFDC and related applications
* Conduct QA Tests on changes to Salesforce.com deployment including managing multiple sandbox instances
* Implemented complex workflow rules and Flows to automate business processes like updating fields, sending E-mail alerts
* Work with Data Integrity and Duplicate Management to help clean and dedupe lead, contact and account data
* Participate in with user requirement sessions and document user requirements to address changing business needs. Review design approach with Product Manager
* Build strong understanding of SFDC best practices and functionality
* Provision, administer and maintain the ServiceNow & FinancialForce instance along with maintaining support processes

**Notion (Short Term Project)**

**Salesforce Administrator (With Gainsight) (April 2022-July 2022)**

* Analyzed internal clients’ existing business needs and helped define business objectives that Salesforce should support.
* Performed detailed analysis of business requirements and document the business process flows
* Enforced standard practices and procedures by utilizing built-in tools through Process Builder, Workflow rules, and Approval Processes.
* Experience with SDLC process (Software Development Life Cycle) including application development, testing, deployment, operations, documentation
* Ability and willingness to work with a global IT team, including other BSAs, Developers, QA and Project Management
* Administration of the Salesforce environment; responsibilities include customizing and implementing profiles, roles, security settings, sharing rules, applications, custom objects, custom fields, page layouts, process builder, validation rules, approvals, dashboards, reports, etc.
* Served as a primary System Administrator for the Sales Cloud, ServiceCloud, and Marketing Cloud environment.
* Rules Engine to automate attributes, Scorecards and CTAs (Call to action)
* Strong understanding on Scorecards with various measures
* Strong knowledge of creating reports and dashboards and sharing groups
* Ability to implement Journey Orchestrator
* Ability to work with various Gainsight Objects including Standard and Custom Objects
* Configure and optimize Gainsight to internal customers (including integrations, reports, dashboards, and workflows)
* Ability to analyze data, draw conclusions & implement solutions using features like  Data Designer, Journey Orchestrator, Rules engine, SFDC administration etc.,
* Implemented complex workflow rules and Flows to automate business processes like updating fields, sending E-mail alerts

**MyTechBestFriend (BOOTCAMP)**

**Salesforce Administrator/Gainsight Systems Administrator/Customer Success Manger Oct 2021 – April 2022**

* Analyzed internal clients’ existing business needs and helped define business objectives that Salesforce should support.
* Create user groups and configure workflows to enable proper delivery and routing to team members.
* Enforce standard practices and procedures by utilizing built-in tools through Process Builder, Workflow rules, and Approval Processes.
* Served as the system administrator for the Salesforce.com environment with 100+ users
* Handled all organization governance functions, including user account maintenance, reports and dashboards, workflows, and other routine tasks.
* Researched and recommended system enhancements and complementary technologies.
* Developed documentation and conducted user training.
* Served as a primary System Administrator for the Sales, CPQ, Service, and Marketing Cloud environment.
* Perform data queries and prepared reports on a daily, weekly, monthly, and quarterly basis
* Build custom reports and dashboards to help each department make more informed and tactical decisions.
* Handled all essential administrative functions, including user account maintenance, data imports, reports and dashboards, and workflows.

**Exelon**

**Technical Business Analyst March 2021- July 2022**

* TechnicalEngage with stakeholders to discuss which ServiceNow implementations and solutions can be aligned with the business needs.
* Assist in the development, management, and continuous improvement of business analysis and project management processes & templates using Jira
* Reviewed project scope, created projects/tasks in Jira, documented progress and issues
* Communicated SAP application-related issues, such as modification of the access privilege of existing employees, getting new employees' access, resolution of any outstanding help desk tickets, etc.
* Assist in developing ITSM roadmap. Analyze and recommend emerging ITSM technologies that can provide benefit while reducing risk
* Works directly with IT Management to align ServiceNow with IT organization strategy
* Participated in workshops (new technologies, enhancement) with ServiceNow partner teams to help the company implement ServiceNow using best practices in ITSM.

**Iron Mountain (6-month contract) Sept 2020- March 2021**

**Business Analyst (ServiceNow) - |Collegeville, PA|**

* Assists senior BA in eliciting business requirements from stakeholders.
* Manage data analytics projects, present findings, and make strategic recommendations to organizational leadership.
* Apply advanced data warehousing and data mining methods.
* Utilize ​ServiceNow ​to keep track of Tickets/Issues daily. Escalated performance issues, and service interruptions higher management.
* Update incident records in ServiceNow Tracking System.
* Analyze resource availability of different Cyber Attack preventive software/hardware.
* Define, document, and managing change on business objectives, business requirements and functional requirements.
* Schedule meetings with necessary parties to develop proper project scope.
* Create a quantitative risk analysis and provide techniques for estimating actual vs. expected cost of defense tools/protocols within the company.
* Analyze Apply predictive modeling, decision theory, and big data analytics to projects from a range of industries.
* Lead scrum ceremonies such as daily scrums, sprint reviews, and sprint planning.
* Used Tableau along with the IT Infrastructure teams to assess performance and foster matrix management.

**PayPal (Contract)** June 2019 – Sept 2020

**Salesforce Administrator/Business Analyst (CPQ/Marketing Cloud) | Wilmington DE|**

* Conducted data recovery coordination, Image installation, Warranty and out-of-warranty repair and replacement, Executive support. Asset and inventory management.
  + Supported the project's end to end implementation. Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products.
  + Configured complete PLI with different Charge Types and Charge Type Criteria combinations for all the Products and Services. Involved in end-to-end QA and UAT testing and validation of CPQ including Products, Pricing, quoting etc. Various pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured.
  + Configured the complete attribute-based pricing and Price Matrices. Involved in end-to-end testing and configuration enhancements for the CPQ and CLM functionalities. Testing the CPQ Integration with ERP
* Interviewed and collaborated with stakeholders to facilitate workshops and other requirements-gathering meetings.
* Worked closely across the matrix with teams like Finance, Marketing, Product, Engineering, and senior executives.
* Created, built and executed campaigns.
* Worked on Content builder to creating content templates.
* Setup and Implemented Salesforce marketing cloud 2.0 org.
* Configured salesforce and marketing cloud integration user along with configuration in salesforce.
* Support the Email Marketing Manager in the development of new business requirements.
* Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products.
* Configured complete PLI with different Charge Types and Charge Type Criteria combinations for all the Products and Services. Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, quoting etc.
* Used Tableau along with the IT Infrastructure teams to assess performance and foster matrix management.
* Worked with native Salesforce lead to cash & quote to cash functionality to design quotes, order management and billing for Back office operations.
* Implemented complex workflow rules and Flows to automate business processes like updating fields, sending E-mail alerts

**BNY Mellon** Oct 2017– June 2019

**Business Intelligence Analyst| King of Prussia, PA|**

* Created a case study and provided visualizations and analysis of company and brand through data and how they could communicate this data across any audience.
* Used Tableau along with the IT Infrastructure teams to assess performance and foster matrix management.
* Developed Charts/Visualizations to display the issues we researched that the company was having.
* Conducted training on internal system, local procedures, and other technical subjects for company employees.
* Used Salesforce to create workflow actions for related tasks, time-triggered tasks, email alerts, field updates to implement business logic for Accounts, leads, opportunities and custom objects.
* Configured page layouts, workflows, document templates, record types, & data fields.
* Implemented & maintained reports and dashboards.
* Created custom objects, fields, and triggers.
* Managed multiple sandbox environments.
* Completed work in timely manner.
* Successfully participated in group projects

**Vanguard Group** Feb 2016 – July 2017

**Personal Investor/Sales Consultant**

* Handled a large call volume with financial advisors to communicate general market knowledge, product information, and competitor products and services.
* Developed new customers within existing market and target new markets.
* Managed all new business acquisition and online advertising focusing on Company Saas Solutions.
* Maximized profitability through superior customer service, effective and prompt communication and follow-up on all pending
* matters with the customer.

**Projects**

**Database Design & Virus Prevention**- **Database Designer /IT Data Analyst**

* Utilized SQL Developer to create databases in remote locations.
* Managed comprehensive backups, queries, stored procedures, and disaster recovery.

**Digital Forensics Tech Practices**- **Forensics Tech Member / Network Engineer/Business Analyst**

* Drove HTTP, SSL, and TCP/IP protocols including development of front-end through HTML, HTML5, CSS, and JavaScript.
* Analysis of security events from multiple sources including but not limited to events from Security Information and Event Monitoring tools (ArcSight, Splunk, RSA Envision, QRadar), network and host-based intrusion detection systems (MIR, Forensic Toolkit, SNORT, Suricata), firewall logs, system logs (Windows),
* Led group presentation including development and implementation of risk reduction program for a pseudo company offerings cyber security liability insurance.
* Designed, configured, and tested networking software, computer hardware, and operating system software

**Cybersecurity Foundations Prevention of Cyber Attack** - **Project Manager**

* Oversaw integration of confidentiality, integrity, and availability in a security program using physical and logical security controls.
* Studied the fundamentals of Splunk performing hands-on architecture, design, and development of systems.
* Extensive knowledge of Splunk architecture and various components. Passionate about Machine data and operational Intelligence.