

JACQUELYN DORSEY

Salesforce Certified
Administrator

ms.jdorsey@ymail.com
(407) 902- 8382



TECHNICAL SKILLS

Salesforce Customization
Database Management
Data Analysis
Gmail & Outlook Integration
CRM Proficiency
AWS Cloud Basics
User Engagement
Slack, Trello

INTERPERSONAL SKILLS

Project Management
Detail-Orientated
Problem Solver
Strong Communication
Analytical Thinker
Quick to resolving issues

EXPERIENCE

HBCUForce

Freelancer, Cincinnati Cares

May 2020 - Present

Build custom summary and matrix management organization report
Explicitly work on custom objects and custom fields for better
Salesforce.com customization

Torchlite

Salesforce Essential Advisor, Realest Invest Inc.

(Build your own business project)

May 2020 - Present

Create and import new leads using Dataloader integration for
further marketing usage

Construct the creation and management of new user-setup and
account maintenance

Maintain database quality by identifying and deleting or merging
duplicate records, cleansing and updating inaccurate data

Responsible for marketing automation processes, campaigns and
mailing list generation

Estes, Ingram, Foels & Gibbs

Litigation Support

Sept. 2017 - Present

Assists paralegals and legal assistance in case management

Schedule and assist with maintaining the attorney calendar

Prepared legal documents i.e. subpoenas, pleadings and other
legal documents using ProLaw software

Backup receptionist and office service associate managing a
multi-line phone system, managing all copy jobs, supply
orders, scan jobs and trial notebook prep.

CERTIFICATIONS

Salesforce Administrator Certification

Salesforce Essentials Advisor

EDUCATION

Daytona State College - Grad. May 2011

Trailhead by Salesforce

Business Administration Specialist Superbadge

Security Specialist Superbadge

JACQUELYN DORSEY

Salesforce Certified
Administrator

ms.jdorsey@ymail.com
(407) 902- 8382



TECHNICAL SKILLS

Salesforce Customization
Database Management
Data Analysis
Gmail & Outlook Integration
CRM Proficiency
AWS Cloud Basics
User Engagement
Slack, Trello

INTERPERSONAL SKILLS

Project Management
Detail-Orientated
Problem Solver
Strong Communication
Analytical Thinker
Quick to resolving issues

EXPERIENCE

HBCUForce

Freelancer, Cincinnati Cares

May 2020 - Present

Build custom summary and matrix management organization report
Explicitly work on custom objects and custom fields for better
Salesforce.com customization

Torchlite

Salesforce Essential Advisor, Realest Invest Inc.

(Build your own business project)

May 2020 - Present

Create and import new leads using Dataloader integration for
further marketing usage

Construct the creation and management of new user-setup and
account maintenance

Maintain database quality by identifying and deleting or merging
duplicate records, cleansing and updating inaccurate data

Responsible for marketing automation processes, campaigns and
mailing list generation

Estes, Ingram, Foels & Gibbs

Litigation Support

Sept. 2017 - Present

Assists paralegals and legal assistance in case management

Schedule and assist with maintaining the attorney calendar

Prepared legal documents i.e. subpoenas, pleadings and other
legal documents using ProLaw software

Backup receptionist and office service associate managing a
multi-line phone system, managing all copy jobs, supply
orders, scan jobs and trial notebook prep.

CERTIFICATIONS

Salesforce Administrator Certification

Salesforce Essentials Advisor

EDUCATION

Daytona State College - Grad. May 2011

Trailhead by Salesforce

Business Administration Specialist Superbadge

Security Specialist Superbadge

Jacquelyn Dorsey

SALESFORCE CERTIFIED ADMINISTRATOR

contact

(407) 902- 8382

ms.jdorsey@ymail.com



education

Daytona State College - Grad. May 2011

Trailhead by Salesforce

Business Administration Specialist Superbadge

Security Specialist Superbadge

skills

TECHNICAL

Salesforce Customization

Database Management

Data Analysis

Gmail Integration

Outlook Integration

CRM Proficiency

AWS Cloud Basics

User Engagement

Slack, Trello

PERSONAL

Project Management

Detail-Orientated

Problem Solver

Strong Communication

Analytical Thinker

Quick to resolving issues

certifications

Salesforce Administrator Certification

Salesforce Essentials Advisor

HBCUForce

Freelancer, Cincinnati Cares

May 2020 - Present

Build custom summary and matrix management organization report

Explicitly work on custom objects and custom fields for better Salesforce.com customization

Torchlite

Salesforce Essential Advisor, Realest Invest Inc.

(Build your own business project)

May 2020 - Present

Create and import new leads using Data-loader integration for further marketing usage

Construct the creation and management of new user-setup and account maintenance

Maintain database quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data

Responsible for marketing automation processes, campaigns and mailing list generation

Estes, Ingram, Foels & Gibbs

Litigation Support

Sept. 2017 - Present

Assists paralegals and legal assistance in case management

Schedule and assist with maintaining the attorney calendar

Prepared legal documents i.e. subpoenas, pleadings and other legal documents using ProLaw software

Backup receptionist and office service associate managing a multi-line phone system, managing all copy jobs, supply orders, scan jobs and trial notebook prep.

experience

Jacquelyn Dorsey

SALESFORCE CERTIFIED ADMINISTRATOR

contact

(407) 902- 8382

ms.jdorsey@ymail.com



education

Daytona State College - Grad. May 2011

Trailhead by Salesforce

Business Administration Specialist Superbadge

Security Specialist Superbadge

skills

TECHNICAL

Salesforce Customization
Database Management
Data Analysis
Gmail Integration
Outlook Integration
CRM Proficiency
AWS Cloud Basics
User Engagement
Slack, Trello

PERSONAL

Project Management
Detail-Orientated
Problem Solver
Strong Communication
Analytical Thinker
Quick to resolving issues

certifications

Salesforce Administrator Certification

Salesforce Essentials Advisor

HBCUForce

Freelancer, Cincinnati Cares

May 2020 - Present

Build custom summary and matrix management organization report

Explicitly work on custom objects and custom fields for better Salesforce.com customization

Torchlite

Salesforce Essential Advisor, Realest Invest Inc.

(Build your own business project)

May 2020 - Present

Create and import new leads using Data-loader integration for further marketing usage

Construct the creation and management of new user-setup and account maintenance
Maintain database quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data
Responsible for marketing automation processes, campaigns and mailing list generation

Estes, Ingram, Foels & Gibbs

Litigation Support

Sept. 2017 - Present

Assists paralegals and legal assistance in case management

Schedule and assist with maintaining the attorney calendar

Prepared legal documents i.e. subpoenas, pleadings and other legal documents using ProLaw software

Backup receptionist and office service associate managing a multi-line phone system, managing all copy jobs, supply orders, scan jobs and trial notebook prep.

experience