**Professional Summary**

Forward thinking individual with years of experience as a data entry supervisor in the Salesforce platform. I have worked along with the IT department and implemented changes so that the order entry process could become more efficient.

**Skills**

Proficient in MS Office, SAP, Salesforce, Salesforce B2B Cloud Craze, Microsoft Dynamics Great Plains, Integration Manager, Demand Tools, Inspector Tool

**Certifications**

11/20- Salesforce Certified Administrator

**Professional Experience**

**Alliance Consumer Group**

**Fort Worth, TX 05/06-Present**

***Salesforce Database Coordinator (11/19-Present)***

* B2B Commerce Admin- setup and maintain new products, add page banners and promotions, create new menu section, new categories, account groups, and promotions.
* Identify and merge duplicate accounts
* Verify and cleanup data from Salesforce to GP
* Create profiles and page layouts
* Create custom objects, fields, and queues
* Process builder
* Create reports and dashboards for other team members and train them on how to use them
* Work with developer to implement and test changes needed for other end users.
* Cleanup Do It Best, Ace, and True Value RSC file to upload into Salesforce
* Item maintenance for Ace PCM portal
* Tenfold administrator (add and maintain picklist values for the dispositions, add users to teams, troubleshoot users)

***Senior Order Approver Specialist (09/14-11/19)***

* Manage order entry team by keep them motivated and on task.
* Upload orders from Salesforce into GP using Integration Manager.
* Add new items to Salesforce for telesales team.
* Run reports for upper management on productivity of processed orders.
* Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.
* Increased data-entry productivity by maintaining detailed logs of data projects, identifying issues and improving them.
* Saved thousands of dollars by catching and correcting a credit card fraud issue and implementing the solution.

***Order Approver Specialist (05/06-09/14)***

* Setup new customers.
* Audit orders input by telesales team (check promos, freight, replacements).
* Process web orders and refunds for Nebo Tools retail orders.
* Answer tracking and customer service questions from retail customers and telesales team.
* Processed payments, including credit and debit card transactions.

**Education**

**10/20 Administrative Essentials for New Admins (ADM-201)**

**06/20 B2B Commerce Administration (B2B101)**

**06/12 AA Liberal Arts-***Saint Leo University*

**05/04 High School Diploma-** *Cleburne High School*