

Adewale S. AMOSUN

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PROFESSIONAL SUMMARY

I am Salesforce Certified Administrator with over 5 years working experience in Business Analysis, Salesforce Administration, Database Administration and Data Modelling. I'm a resourceful change-agent, passionate and result-oriented driven, with a great sense of humor and dedication to producing timely and cost-effective results. Accustomed to accepting responsibilities, fast learner, team-player, and team-builder, result-oriented and capacity to bring about cost effective and rewarding results. Highly skilled in creating and maintaining collaborative working relationships, providing concise communications to all levels of management and mentoring peers.

PROFESSIONAL SKILLS

Scrum Master Certified (SCM), Six Sigma Yellow Belt (SSYB), Agile methodology, Salesforce.com, Data Loader, AppExchange, Pardot, JIRA, Version one Microsoft Visio, Lucid hart, Microsoft Office (Access, Excel, Outlook, PowerPoint, Word, SharePoint). Workflow & Approvals, Dashboards, Reports, Force.com Migration Tool, Custom Objects, Process builder, lightning concepts, Salesforce CPQ, Sales cloud, Service cloud, Milestones, Knowledge Management, Agile methodology and Lightning experience.

EDUCATION AND CERTIFICATION

- **Salesforce Certified Administrator**
- **Salesforce Certified Platform App Builder**
- **Scrum Master Certified (SMAC)**
- **BSc Business Administration (University of Lagos, Lagos Nigeria)**

PROFESSIONAL EXPERIENCE

City Party Rentals

08/2020 - Present

Salesforce Administrator (Part Time)

- Configuration of Salesforce CPQ and create Quotes and Bundles for Sales Processes from Scratch.
- Integration of QuickBooks into Salesforce to capture Sales data
- Integration of QuickBooks GoPayment to capture Sales Payment and Transactions.
- Customized the Organization Profile, creation of custom objects, custom fields, and formula fields as per the Requirement to meet Organizational goal.
- Creating Custom Report and Dashboard based on requirement
- Creation of Formula Fields, Validation rules, Workflow rules, and Process Builder to trigger automation action
- Created Page layout for custom object as well as standard objects for different Profiles.
- Requirement gathering and elicitation and transforming the functional requirement into technical Salesforce solution.
- Used Salesforce key platform best practices to model and manage Salesforce CPQ
- Using best practices to Training Salesforce Platform Users
- Migration of Data from old Legacy to Salesforce to conform with the existing Objects in Salesforce Platform using DataLoader.IO
- Translated business requirements to smart solutions in Salesforce.com.
- Involved in Automated business process by using Workflow Rules and Approval Process for automated alerts, field updates, and Email generation per application requirement.

Ripples Foundation

07/2020 - Present

Salesforce Administrator (Volunteer)

- Requirement gathering and elicitation and transforming the functional requirement into technical Salesforce solution.
- Used Salesforce key platform best practices to model and manage Donor and Volunteer data in NPSP
- Developed and refined Salesforce functionality, workflows, and reporting functionality.
- Training on Campaign Basics and Salesforce Nonprofit Cloud
- Email Template creation on the Salesforce package Campaign Manager
- Creation of Volunteer and Donor Management database
- Integration of another platform into Salesforce using Zapier
- Automation of campaign member created from a form to Salesforce (From Cognito forms, through Zapier to Salesforce)
- Created Page layout for custom object as well as standard objects for different Profiles.
- Evaluated data entry, imported processes, and ensured proper data quality standards.

Source Support

05/2017-06/2020

Salesforce Administrator

- Customized Salesforce apps, objects (standard, custom, external), fields, record types, layouts
- Documents project stages which includes but not limited to presentations, requirements, use cases, user stories, flows, program documentation and technical documentation
- Led team to migrate from Classic to Lightning
- Creation of Custom Apps, Custom Objects, Custom Fields and Page Layout as per Requirements.
- Maintained users' roles, security levels and profiles
- Created and maintained Workflow Rules, Validation Rules, Reports, Dashboards, AppExchange, and Process Builder.
- Created dashboards and reports from scratch, as well as refine and update existing reports
- Maintained database for integrity and accuracy including cleansing and duplicate record management.
- Maintained, enhanced and create workflows, functions and configurations within the Salesforce.com environment
- Enhanced Development, Configuration, Customization, Administration and support on Salesforce.com Platform.
- Excellent knowledge in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads and Campaigns.
- Setup and maintain third-party app integrations, integrations with Email Service Providers, Online Transaction Providers, etc.
- Extensively test all configuration, custom development and integrations
- Planned and execute data migrations and imports
- Created and managed Custom Objects, Custom Formula Fields, Field Dependencies, Pick List, Search Layouts and Role Based Page Layouts.
- Managed Profiles, Roles, Users, Permission Sets, Email Services, Approvals and Activities.

Knowers Consultant

03/2015- 05/2017

Salesforce Administrator

- Handled all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
- Developed custom objects, triggers and workflows. Translated business requirements to smart solutions in Salesforce.com.
- Involved in Automated business process by using Workflow Rules and Approval Process for automated alerts, field updates, and Email generation per application requirement.
- Implemented security and sharing rules at object, field and record level for different users at different levels of organization.
- Created various profiles and configured the permissions based on the organizational hierarchy
- Created pick lists, dependent pick lists, validation and formula fields
- Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
- Created users, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Worked with team members to utilize analysis and data management tools to ensure data integrity
- Created Workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
- Worked with the QA and UAT teams in the testing phase
- Handled Salesforce.com data feeds and other integrations
- Assisted in training new users, and grow the Salesforce.com skill set across the organization
- Effectively act as the liaison between our users, vendors, and the application development team