**Gerius Jones**

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Portfolio Link: [Home / Gerius Jones (journoportfolio.com)](https://geriusjones.journoportfolio.com/)

# Experience

# Salesforce Administrator Apprenticeship

#  MTBF Consulting– June 2022 - Present

* Unlocking 500 end user accounts or resetting passwords due to user forgetfulness
* Troubleshooting email campaigns, workflows, approval cycles, or auto-responders that generate excessively bounced mails.
* Analyzing internal clients’ existing business needs and helped define business objectives that Salesforce should support.
* Building custom reports and dashboards to help each department make more informed and tactical decisions.
* Utilizing Salesforce security settings to check what data should be accessed by the user as well as the privileges should be given to the user.
* Examine SFDC errors and debug logs for any surprises. For any external application that synchronizes data with SFDC, look at its error logs to see if a new error pattern has developed.
* Run a full system backup (data, metadata, and error logs, if possible) on any system or application that is integrated with Salesforce.com
* Archive or purge documents, emails, and tasks to reduce the storage charges in your system and to adhere with your company’s document/email retention policies

# Manufacturing Tech Analyst

# Solvay., Rock Hill, SC April 2015 – August 2022

* Create reports and dashboards of high-quality military grade carbon fiber components used on both military and commercial aircraft as well as luxury commercial vehicles.
* Served as back up Lead Tech Analyst which consisted of leading a group of 4 team members through the day-to-day operations.
* Documented operational issues, such as carbon fiber lines breaking down and work diligently to resolve the issue
* Worked within the Salesforce Service Cloud and Sales Cloud for three years
* Oversaw daily incoming shipments and conducted a quality inspection to ensure it met the company standards.
* Communicate with customers via phone, email, and face to face interaction to solve problems and talk about different products we had to offer
* Performing data queries on fiber and prepared reports on a monthly and quarterly basis
* End user of Salesforce Sales Cloud and Service Cloud
* Analyzing technical information for our management
* Monitor technical system errors and provide immediate resolutions to ensure an efficient and smooth flow of operations.

Education

Claflin University, Orangeburg, SC

● Business Administration and Management, Expected Graduation 2024

Related Projects

Salesforce Custom Application Development

● I’ve built a Salesforce custom application which gives users the ability to schedule grooming appointments and can also purchase treats/toys for their pet while they are at daycare. To achieve this measure, custom objects, custom fields, email alerts, flow builder, and lightning app components were used. These features also helped save time for business and end users.

Slack & Salesforce Integration Project

● Assisted in building a flow between Salesforce and Slack; this sends a notification and leads details to the sales team when a lead turns hot within the organization it makes sales management more efficient for team members.

Google Files & Salesforce Integration Project

• Google Files can help with storage space when Salesforce regularly have large files to save. You can save those files in Google Drive. There are 1.

Salesforce LMS (Learning Management System) Workflow Building Project

● Created various custom objects and fields to implement and enforce a flow for my organization. I also implemented validation rules, workflows, and process builder for our custom objects, and activated the flow for my organization.

Certificates

● Salesforces Certified Associate

• Salesforces Certified Administrator

• Analyzing and Visualizing Data with Microsoft Excel

Technical Skills

● Sales cloud | Service Cloud

● Reporting Analytics | Dashboard Building | Custom Reports

● Leadership | Problem Solving Skills | Research Skills

● Teamwork | Quick Learner | Excel Proficient

● Strong Communication Skills | Strategic Planning

● Business Process | Custom Objects | Workflow Rules | Validation Rules

● Data Manipulation | User Roles | AppExchange| Agile

● Record Types | Setup | Formula Fields

Software: Trailhead Academy, Salesforce CRM, Google Workspace/G-Suite, Microsoft Office 365 (Excel, Word, PowerPoint), and MySQL

# Activities

**High School,** Rock Hill, SC

* Track and Field (All-State Team Captain), February 2007 – May 2009
* Basketball (All-State Team Captain), October 2006 – March 2009

**YMCA of Rock Hill**,

* National Youth Leadership Business Innovation Conference, July 2011