

# NICHOLAS ROBERTO

Salesforce Advanced Administrator / Platform App Builder

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📍 Portland, OR

## SUMMARY

Certified Salesforce Advanced Administrator with 8+ years related business management experience and a passion for creating efficient data driven solutions with a meaningful impact on client success. Motivated by a personal commitment to embrace challenges, exceed expectations, and deliver results. Able to quickly integrate organizational requirements through a thorough understanding of the Salesforce platform, individually or as part of a team.

## EXPERIENCE

### Salesforce Administrator

#### Talent Stacker

📅 02/2021 - Ongoing 📍 Portland, OR

Salesforce Career Development Program

- Collaborated with a team of Admins to create a production ready Organization utilizing Custom Branding, Roles, Profiles, Record Types, Page Layouts, and Standard/Custom Objects.
- Designed Schema to visualize and implement Organization based on Business Requirements gathered.
- Configured robust Security using Object/App permissions, Role hierarchies, sharing rules and permission sets.
- Defined automations in Process Builder & Flow to send Email Alerts, Create Records, Tasks and Scheduled Actions.
- Enforced Data quality control, optimization, and monitoring through Reporting and Dashboards to capture Key Metrics.
- Trained users to operate within the organization through Presentations and Documentation.

### Business Owner

#### Moonrise Media LLC

📅 09/2012 - Ongoing 📍 Portland, OR

Online media sales company with a focus on rare and collectible media.

- Leveraged eBay sales platform to generate yearly revenue in excess of six figures.
- Cultivated B2B relationships that resulted in consistent inventory growth year over year.
- Utilized data from Terapeak software to better understand sales trends and address business inefficiencies.
- Designed customer service policies that resulted in greater customer satisfaction and retention.

## CERTIFICATION

### Salesforce Certified Administrator

Salesforce Apr. 2021

### Salesforce Certified Platform App Builder

Salesforce June 2021

### Salesforce Certified Advanced Administrator

Salesforce July 2021

## SKILLS

### Salesforce Lightning

### Salesforce Configuration

### Data Loader

### Automations & Approvals

### Reporting and Dashboards

## EDUCATION

### Software Engineer Certificate

#### Alchemy Code Labs

📅 2020 - 06/2020

GPA

4.0 / 4.0

### Associates of Arts

#### Trident Technical College

📅 08/2005 - 06/2007

GPA

3.6 / 4.0

## EXPERIENCE

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### Software Engineer

#### Alchemy Code Lab

📅 2020 - 04/2020    📍 Portland, OR

Software Engineer Training for Full-Stack JS development

- Built and designed full-stack apps on a short timeline, with a new team every month.
- Utilized Technical skills in JavaScript, React, Redux, Node, Express, MongoDB, Jest, and REST APIs.