Jared Powell

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SUMMARY

Certified Salesforce Administrator with a proven track record of successful Salesforce implementations and system management. Strong skillset in Salesforce, including experience in project management, Salesforce Field Service Management, and Salesforce CPQ. Experience includes implementing processes to track client tickets, managing changes to customer orgs, troubleshooting, training users, and creating flows and workflows. Dedicated to providing top-notch training and support to ensure the successful adoption and utilization of Salesforce within any organization.

CREDENTIALS AND ACHIEVMENTS

- Salesforce Certified Administrator
- Trailhead Ranger rank with 191+ badges, 78,000+ points, and 2 Superbadges
- Pursuing Advanced Admin and App Builder certifications

EXPERIENCE

1440   Park City, Utah   July 2022 – December 2022
Salesforce Administrator

- Implemented process for internal support team to have better case management over client tickets and projects within Salesforce and Jira.
- Provided user support to more than 100 customers' orgs based on needs. Including, creating objects, profiles, permissions, custom fields, layouts, reports, list views, etc.
- Used strong problem-solving skills, vast Salesforce knowledge, and testing to troubleshoot clients' orgs and create a working solution.
- Worked with clients directly to install our AppExchange product and updates in their customized org, and tested to ensure it was done correctly.
- Created flows for clients as needed, as well as troubleshooting and customizing to fit their needs.
- Trained clients on the use of our software and Salesforce platform.

Internet Junkies, Inc.   South Jordan, Utah   June 2008 – June 2022
CRO / Salesforce Administrator

- Launched new Salesforce implementation of Sales Cloud and Salesforce CPQ for company data management.
- Created new business processes, defining the sales stages, inventory management, and built dashboards to provide reports to managers to have visibility into the Opportunity flow.
- Using Salesforce best practices, created and managed all custom fields, validations, objects and relationships, sales processes, record types and applications.
- Built flows and workflows to create tasks for salesperson based on sales stage, to automatically move quotes to expired stage after a specified number of days, and an approval process based on the discount amount of the quote, and automatically assign price book based on client's revenue.

- Developed multiple websites for clients including blogs, ecommerce, ecommerce templates, and portfolio sites. This allowed them to portray authority and multiply revenue and viewership.
- As technical support / systems manager resolved technical issues with websites and internal systems.

Titanium Designs, Inc.   West Jordan, Utah   September 1999 – March 2008
Founder / CEO / Systems Administrator

- Installed *ACT! CRM* on network, integrated CRM with company accounting system, import data, and trained all employees on CRM. This increased sales by over 25% year over year.
- Provided maintenance of the CRM. Including data management, data backups and reports.
- Established a marketing and sales process that grew the company to over 1,200 active accounts and more than $1 million in annual revenue.
- Created an innovative tiered distribution strategy in retail stores to maximize assortment, inventory, and merchandising of alternative metal jewelry based on customer demographics and sales volume.
- Established an inventory control system to forecast inventory needs 2 months in advance. This allowed us to order inventory overseas and produce higher volumes to save 65% on COGS.
- Developed all software and processes training materials including training staff.
- Prepared analytics, budgets and company direction reports for shareholders and investors.

SKILLS

- Flows and Automation
- Profiles and Permission Sets
- Reports & Dashboards
- Salesforce Field Service Management
- Salesforce CPQ
- Project Management
- Salesforce Sales Cloud
- Salesforce Service Cloud

EDUCATION

Associate of Science
Experience equivalent to bachelor's degree