

Jorge Nunez Sanchez

Salesforce Administrator

Profile

Dedicated Salesforce Administrator with a multifaceted skill set encompassing SCRUM/Agile methodologies, process enhancements, international implementations, quality assurance, back-office operations, and customer service excellence. Experienced at leveraging Salesforce to optimize business processes, drive system improvements, and ensure data integrity. Proven ability to collaborate with cross-functional teams and deliver results in dynamic, customer-centric environments. Seeking opportunities to apply my expertise in Salesforce administration and project management to fuel organizational growth and success.

Employment History

Salesforce.com Administrator at Align Technology, Costa Rica

October 2020 — Ongoing

- Managing projects as a product owner to fulfill the needs coming from the operations team, using SCRUM methodology to test and deliver the final product for the stakeholders.
- Creating, modifying, and deactivating user accounts, profiles, and roles.
- Developing and maintaining workflow rules, processes, and approval flows.
- Configuring and customizing Salesforce objects, fields, and layouts to meet business requirements.
- Implementing and managing security settings, including user permissions, data sharing rules, and role hierarchies.
- Designing and generating reports and dashboards to provide actionable insights to stakeholders.
- Creating and managing email templates for communication with customers and leads.
- Implementing automation through triggers, processes, and flows to streamline business operations.
- Installing and configuring third-party applications from the Salesforce AppExchange.
- Providing training and support to end-users on Salesforce functionality and best practices.
- Troubleshooting issues and resolving user-reported problems promptly.
- Keeping up with Salesforce releases and evaluating new features for potential implementation.
- Collaborating with stakeholders, including sales and marketing teams, to align Salesforce with business goals. adept

Details

Heredia, Costa Rica

(506) 7010-2970

jgns.1204@gmail.com

Links

[linkedin.com/in/jnu-nez/](https://www.linkedin.com/in/jnu-nez/)

Skills

Salesforce.com

SCRUM

Agile Methods

Process Improvement

Change Management

Troubleshooting skills

Technology Driven

Ability to Work in a Team

Get Stuff Done Oriented

Six Sigma Yellow Belt Certified

Languages

Spanish *Native speaker*

English *Highly proficient*

French *Upper Intermediate*

Quality Assurance Analyst at Align Technology, Costa Rica

September 2016 — October 2021

- Conducting thorough assessments of customer interactions, including phone calls, chats, and emails.
- Providing constructive feedback and coaching to call center agents based on evaluation results.
- Monitoring and analyzing key performance indicators (KPIs) such as call duration, first-call resolution, and customer satisfaction.
- Participating in calibration sessions with other QA analysts to maintain consistency in evaluation standards.
- Collaborating with training teams to develop training materials and deliver training sessions based on evaluation findings.
- Working closely with call center managers, supervisors, and agents to drive performance improvements.
- Leading the discovery, creation, and implementation process of new quality assurance guidelines for international sales teams (Inside Sales Representatives and Lead Generation Specialists).
- Evaluating recorded or live customer calls for adherence to quality standards and guidelines for international sales teams (Inside Sales Representatives and Lead Generation Specialists).

Business Operations Specialist at Align Technology, Costa Rica

February 2016 — September 2016

- Handling inquiries and requests from internal and external customers via email and CRM tickets.
- Accurately entering and updating data in company databases and systems.
- Reviewing documents for accuracy, completeness, and compliance with company standards.
- Collaborating with other departments to relay information or resolve issues.
- Assisting with administrative tasks such as credits processing, data modification and events coordination/registration.
- Working closely with colleagues to achieve departmental goals.
- Effectively managing workload to meet deadlines and objectives.

Customer Success Specialist at Align Technology, Costa Rica

June 2015 — February 2016

- Responding to customer inquiries via phone, email, or chat.
- Resolving customer issues and complaints promptly and professionally.
- Maintaining a comprehensive knowledge of company products and services.
- Documenting customer interactions and inquiries in the CRM system.
- Meeting and exceeding daily, weekly, and monthly performance metrics.
- Assisting in maintaining a knowledge base or FAQ for customer reference.

Other Employment Experiences

**Customer Service/Tech Support Representative at Convergys,
Costa Rica**

September 2013 — June 2015

Education

Bachillerato en Educacion Media. Colegio San Martin.

2007 – 2011

Certifications

Certified Project Practitioner – CPP.

December 2020

Six Sigma Yellow Belt Professional.

July 2018

References

References available upon request.