



# ANNE - MARIE ADKINS

## ABOUT ME

I am a Salesforce Certified Administrator and CRM and integration specialist with over seven years of experience in Salesforce administration tasks. I love the Salesforce platform, managing projects for stakeholders, and development work. I look forward to an opportunity to interview with your organization and show how I can use my skillset to improve your Salesforce org.

## EXPERIENCE

- 2021**      **UpEquity - A Y Combinator tech startup aiming to automate loan underwriting.**  
to      **Salesforce Administrator** **Fin Cloud, Sales Cloud, Service Cloud, Marketing Cloud**  
**Present**      • When Stages on Opportunities and Statuses on Contacts and Leads needed syncing, created a Flow automation to provide an automated lifecycle connecting the three objects.  
                 • Collaborated, as the Salesforce SME, with cross-functional teams to implement CPQ to increase automation of quotes and resulting in increased revenue.
  
- Jan**      **IDEA Public Schools - A nonprofit supporting a national school district.**  
**2021**      **Salesforce Administrator** **Philanthropy Cloud, Marketing Cloud**  
to      • As the solo administrator decided to better track Campaigns, creating a series of  
**Sep**      custom objects identifying data points used to increase fundraising efforts.  
**2021**      • Implemented DocuSign to streamline data processing and reduce manual errors  
                 leading to more accurate tax acknowledgements.
  
- Apr**      **Meals on Wheels Central Texas - A nonprofit aiming to help senior citizens.**  
**2017**      **Salesforce Administrator** **Philanthropy Cloud, Health Cloud, Service Cloud,**  
to      • Implemented Salesforce as solo administrator at organization resulting in more  
**Jan**      meals being delivered and more funds raised.  
**2021**      • Provided ongoing support and training to users to ensure adoption and compliance  
                 with Salesforce best practices resulting in user buy-in and better data.
  
- Feb**      **Austin Parks Foundation - Presenting org of ACL Fest with aims to activate parks.**  
**2015**      **DevOperations Associate** **Transition Org**  
to      • Discovered that a deprecated app sat on top of the APF Salesforce org and  
**Apr**      implemented a new CRM and cleanly transferred 25 years of fundraising data and  
**2017**      documents.

## SKILLS

### Salesforce

- Lightning Web Components
- Flow
- Development
- Implementation and integration
- Data Analysis
- CPQ
- Marketing and Campaigns

### Salesforce Clouds

- Sales Cloud
- Service Cloud
- Marketing Cloud
- Financial Cloud
- Philanthropy Cloud
- Health Cloud

### Project Management

- Agile Methodology
- Jira
- Change Management
- CI/CD
- Implementation
- Stakeholder management

### Programming:

- HTML
- CSS
- JavaScript
- Python
- SQL
- SOQL
- AI

### Soft Skills

- Communication
- Problem Solving
- Learner's Mindset
- Attention to Detail
- Out of the Box Thinker