Ryan Burke

Salesforce Administrator/ Non Profit Development

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EXPERIENCE

United Friends of the Children, Los Angeles — *Salesforce Administrator/ Development Assistant*

NOVEMBER 2018 - PRESENT

- Wrote new code and automations that streamline the donor tracking process, cleaning the database automatically.
- Migrated the UI from Classic to Lightning
- Built dashboards for goal tracking/reporting for upper management.
- Created custom reports to fit the needs of the organization
- Coded new validation/duplicate detection rule to ensure clean data.
- Built custom mailing templates to fit the organizations' purposes, including mass generation
- Implemented DonorSearch screening software, with weekly apex call.
- Integrated Mailchimp in conjunction with process builder.

University of Missouri, Columbia, MO — *Director*

SEPT 2016- JUNE 2018

- Reconciled invoices, built templates for event sheets and schedules.
- Led and managed a crew of twenty.
- Planned events, inventory, and task delegation.

House of Representatives, Columbia, MO — *Casework Assistant*

MAY 2017 - JANUARY 2018

- Tracked relevant legislation, in addition to media monitoring.
- Used iConstituent to monitor constituent cases.

EDUCATION

University of Missouri, Missouri — *Masters of Public Affairs,*

Non Profit Management Specialization

SKILLS

Salesforce Administration (NPSP)

ETL Tools

App Builder

Process Automation

URL Hacking

Data Visualization

Classic to Lightning Migration

Duplicate Management

Custom Validation Rules

Grant Reporting

St Mary's University London, London — *Creative and Professional Writing*