

RONNEIKA MARSHALL

Salesforce Administrator

Experienced Salesforce Administrator and Trailblazer Mountaineer Rank. Expert in the areas of office administration, project coordinator, business analyst, fleet services, records management, case management and data entry. Demonstrates extensive leadership, customer service skills, work ethics, and commitment to quality. Supported executive management level staff. Ability to work effectively in fast-paced environments as a team player or independently. Detailed oriented with strong analytical and problem-solving skills. Dependable, highly motivated, and self-confident individual who enjoys taking on new challenges.



Work History

2022-02 -
Current

SUPPORT SERVICE REPRESENTATIVE

Department Of Human Services, Washington , DC

- Analyze SNAP eligibility to ensure accuracy and completeness.
- Strong organizational time management skills: ability to prioritize work and meet deadlines in a fast-paced environment.
- Structuring and creating reports and dashboards.
- Create and manage new profiles in Salesforce system.
- Build custom apps or objects, formula fields, workflows, custom views, and other content of intermediate complexity.
- Epic analyst presenting findings concisely.
- Created custom account list view to the needs of social services reps.
- Created new home page, app page, and record page, using lightning app builder.
- Create, utilize, and maintain custom objects, fields, validation rules, workflow rules, process flows, email alerts, views, reports, dashboards, and page layouts for the support service reps.
- Support documentation of features, user stories, acceptance criteria, development of epics.
- Running Utilization Reports to find trends and



Contact

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Skills

	Excellent
Analytical thinking - problem solving.	Excellent
Business Analysis	Excellent
Interviewing	Excellent
Documentation	Excellent
Detail-oriented	Excellent

synthesize information for each client.

- Interview customers in person or by telephone to collect data and evidence required for eligibility determination of benefits.
- Handled customer issues with confidence, using complex problem solving to provide effective resolution.
- Escalated incidents to next level to remain compliant with company's standards and procedures.
- Maintained high customer satisfaction standards to meet or exceed targets.
- Documented problems and corrective actions to maintain records.
- Developed and updated databases to handle customer data.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.

2016-05 -
2022-02

SUPPORT SERVICE SPECIALIST

Department Of Employment Services, Washington , DC

- Provides administrative support requiring research, analysis and assessment of informative materials and comprehensive knowledge of the agency various internal, external departments and functions.
- Created DOES records management training material manual.
- Provided training to records liaison for storing and filing records.
- Collaborate cross- functionally with various teams.
- Manage system-software and data integrations and work to resolve any issues.
- Document processes and workflows.
- Create manuals and reference material on an consistent basis.
- Reporting and entering data using salesforce system and excel.

Current

Excellent

The Work Number

Excellent

SQL

Excellent

CRM

Excellent

Salesforce Ticketing System

Excellent

DCAS

Excellent

Client rapport

Excellent

CRM

Excellent

Key stakeholder relationship building

Excellent

Training development aptitude

Excellent

- Served as an alternative resource for receiving all incoming and outgoing mail items, interdepartmental correspondence, postal notices, and memoranda; sorts according to appropriate destination, distributes to all departments in the agency.
- Worked with program manager, records officer, and project manager to implement new record filing system for DC Government.
- Distributed fleet share vehicles to employees who were approved.
- Analyze and revise departmental policies and regulations, to effectively manage the agency's fleet vehicle services and parking enforcement.
- Periodically required to retrieve payroll checks from District Government Payroll Operations office.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Maintained servers and systems to keep networks fully operational during peak periods.



Education

2020-11 -
2022-06

High School Diploma

Ballou Stay - Washington, DC



Certifications

2022-06

Certified Scrum Master