SALESFORCE CERTIFIED Administrator

JESTIN STEPHEN

11352 Cocoa Beach Dr – Riverview, FL 33569 |Jstephen1@mail.usf.edu| (863)-430-5835

EDUCATION

UNIVERSITY OF SOUTH FLORIDA – TAMPA, FL   **MAY 2019**

Bachelor of Science – Business Analytics & Information Systems
Overall/Major GPA: 3.2/3.7

SKILLS & SOFTWARE

- Microsoft Office – Excel, Word, Access, PowerPoint
- C#, HTML, SQL
- MS Visio, Visual Studio 2015, Tableau, Alteryx and Agile PM Methodology
- Blueprint, CentralPoint, Salesforce, Hyperion

- Reports & Dashboards
- Importing/Exporting Data
- Validation Rule
- Process Builder/Workflows
- Sales and Service Cloud
- Security

PROFESSIONAL EXPERIENCE

SALESFORCE DATA QUALITY ANALYST – ASSISTRX ORLANDO   Jan 2020 – April 2020

- Utilize BI Tools including Tableau and Salesforce to develop reporting tools, Dashboards and visualizations.
- Handles client specific QBR and Executive reporting, work within multiple business units for requirements gathering and documentation.
- Interpret data, formulate reports, perform valid and reliable SWOT analysis. Provided ongoing reports.
- Filter and "clean" data in salesforce, excel, tableau and performance indicators to locate and correct code problems.

FINANCE SYSTEMS AND REPORTING ANALYST – WELLCARE TAMPA   AUG 2019 – Jan 2020

- Develops ad-hoc reports to conduct data analysis and validation.
- Analyzes trends to recommend process and/or operational improvements.
- Researches methodologies and conducts advanced metric reporting.
- Evaluates financial impact of implemented initiatives.
- Creates scripts to automate repetitive tasks.
- Coordinates work with the technical team to build reports and KPI's using financial system and technical software.
- Gathers data from departments; update periodic reports; analyze statistical data to identify and correct errors and to evaluate general content.

INTERNSHIP

BUSINESS SYSTEMS ANALYST-WELLCARE TAMPA   **MAY 2019 – AUG 2019**

- Elicited requirements from business users and gathered approvals for final requirements.
- Generated Business Requirement documents (BRD) and Functional Requirement Documents (FRD).
- Developed Process Flow Diagram of Back-End Admin Console and Use Cases in Blueprint.
- Researched and analyzed all aspects of existing business practices and procedures.
- Analyzed and documented current workflow processes, business rules, data mapping, reporting needs.
- Researched branding for the Knowledge Management Team, contributed to team charter, and created team power point presentation.
- Administrated the Knowledge Management Workplace Group Page.

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RELEVANT PROJECTS

DATABASE DESIGN CONSULTATION PROJECT   FALL 2017
- Collaborated as a team to plan, design, and develop a database system for a youth soccer league convention.
- Developed different deliverables that reflected the different aspects of the progressive stages of the database.

BUSINESS APPLICATION AND DEVELOPMENT   JUNE 2018
- Created C# applications using Microsoft Visual studio by utilizing components and data access layers to achieve course objectives.

SYSTEM ANALYSIS AND DESIGN   JUNE 2018
- Created data process models using Microsoft Visio to demonstrate the proposed system's data outflows and inflows.

TRAILHEAD BY SALESFORCE   JANUARY 2019-CURRENT
- Manage Salesforce application user profiles, roles, permissions, generating tokens, validation rules
- Develop reports, dashboards, and processes to continuously monitor data quality and integrity
- Design, develop, deploy page layouts, components, custom objects, custom tabs, visual force pages to reach the needs of the   organization
- Implements Pick lists, Dependent Pick list, lookup, Validation rules and formula fields to the custom objects.

CAMPUS AND COMMUNITY INVOLVEMENT

MEMBER OF DELTA SIGMA PI FRATERNITY   FALL 2017 - PRESENT

EBENEZER CHURCH SPORTS COORDINATOR   JANUARY 2013 - MAY 2016

WORK HISTORY

PATIENT CARE ASSISTANT AT LAKELAND REGIONAL HOSPITAL   JUNE 2014 – OCTOBER 2018
- Collaborated with medical technicians by inquiring into patient needs and providing detail reports which supported timeliness and accurate care.
- Assisted patients and their families by offering support and encouragement; being punctual and attentive to procedure schedules; demonstrating caring and cultural sensitivity.
- Recorded equipment and supplies by accounting for requisitioned orders; delivering them with urgency and documenting unstructured notes.