



# Jordan Nelson

## Work History



Sr. Salesforce Admin  
Vercel  
Feb. 2022 - Present

- Developed conversion and system implementation plans for all automation to flows
- Conducted data modeling, performance and integration testing
- Coordinated deployments of automation, feature updates and patches from our sandbox to production
- Strengthened developmental methodologies by introducing sprints and project management tools



Author  
Apex Hours  
Mar. 2022 - Present

- Author @ Apex Hours
- Global platform to learn and upskill in Salesforce



Author  
Salesforce Ben  
Mar. 2021 - Present

- Author @ SalesforceBen
- Largest dedicated Salesforce news site in the world



Sr. Applications Admin  
HealthEquity  
Sept. 2020 - Present

- Support over 3000+ users throughout the organization
- Managed data migration and new process flows from Oracle to Salesforce for our Sales & Customer Support departments
- Improved org security by implementing multiple 3rd party security integrations
- Utilize GitHub & Gearset to enforce version control within all our Salesforce instances



Sr. Salesforce Admin  
Divvy  
July 2019 - Sept. 2020

- Oversee all technical aspects of salesforce including data migrations, data quality, systems integrity, 3rd party applications, and AppExchange products
- Improved Operational Efficiency by implementing process builders & flows
- Responsible for driving complex technical solution from planning stage to execution
- Designed, set up and maintained Salesforce standard objects & custom objects



Salesforce Admin  
Podium  
Oct. 2018 - July 2019

- Administrator for 350+ user
- Ensured data integrity for bulk changes through the use of dataloader
- Lead Salesforce CPQ trainer for Sales & Business applications departments
- Managed forecast & purchases of additional Salesforce licenses
- Created reports & dashboards to increase management visibility



Business Analyst  
Walmart eCommerce  
Nov. 2017 - Oct. 2018

- User Creation, Training, & Troubleshooting
- Outlining problems, solutions, & forecasting for business needs within Excel
- Managed KPI's for Partner Operations
- Built out and maintain a reporting platform to display agent level performance
- Conduct calls when needed to provide updates on performance & progress

## Skills

SOQL	Team Leadership	Flow	Process Builder	Communication	Lightning
Data Management	Security	Integrations	Adaptability	GitHub	Visualforce

## Education & Certifications

University of Houston  
Associate of Arts

Salesforce Certified Admin