



# Linze Juno

## Salesforce Administrator

Results-driven Salesforce Administrator with 1 year of experience in optimizing CRM processes and enhancing user experience. Proficient in managing Salesforce configurations, implementing solutions, and providing ongoing support to ensure maximum system efficiency. Demonstrates strong analytical skills and adaptability, enabling seamless alignment of business requirements with Salesforce capabilities. Committed to leveraging Salesforce platform to drive organizational growth and streamline operations.

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### Education

**Bachelor of Science in Business Administration with a concentration in Salesforce Administration at University of Alaska Anchorage, AK**

Sep 2018 - May 2022

Relevant Coursework: Business Analytics and Strategy, Salesforce Platform and Ecosystem, Data Management and Integration, CRM Processes and Implementation, Sales and Service Cloud Configuration, Marketing Automation, Project Management, Business Process Automation, and Change Management.

### Links

[linkedin.com/in/linzejuno](https://www.linkedin.com/in/linzejuno)

### Skills

Apex



Visualforce



Lightning



SOQL



Process Builder



### Employment History

#### Salesforce Administrator at Alaska Communications, AK

May 2023 - Present

- Implemented a new Salesforce CRM system for Alaska Communications, resulting in a 35% increase in sales team efficiency and a 25% reduction in average response time to customer inquiries.
- Streamlined the lead management process by automating the assignment and distribution of leads, resulting in a 40% increase in lead conversion rates and a 20% increase in sales revenue.
- Conducted comprehensive Salesforce training for over 100 employees across various departments, improving overall user adoption by 50% and reducing support requests by 30%.
- Led a successful data migration project, consolidating data from multiple legacy systems into the Salesforce platform, increasing data accuracy by 60% and reducing data maintenance efforts by 45%.

#### Junior Salesforce Administrator at GCI Communication Corp, AK

Sep 2022 - Apr 2023

- Successfully implemented Salesforce Lightning for 300+ users across the company, resulting in a 40% increase in productivity and a 30% reduction in case resolution time.
- Developed and maintained 50+ custom reports and dashboards to track sales performance, customer satisfaction, and other key metrics, providing real-time insights that led to a 20% increase in revenue within the first year.
- Streamlined data migration and integration processes for 5 major projects, reducing manual effort by 60% and ensuring 99% data accuracy during the transition.

### Certificates

#### Salesforce Certified Administrator

Nov 2021

#### Salesforce Certified Advanced Administrator

Dec 2019