

JOSHUA DEHKORDI

CERTIFIED
SALESFORCE
PROFESSIONAL



CERTIFICATIONS

Salesforce Administrator
Dec. 2022

CONTACT

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SKILLS

Salesforce CRM



Planning & Outlining



Data management



Business Process



Technical Writing



Communication Skills



Product Training



ABOUT ME

As a customer service specialist with 13 years of experience, I possess a versatile and resourceful skill set that produces efficient research and resolution of issues for users and customers alike. Known for my strengths in mentoring, critical thinking, and unwavering commitment to both the customer and the business. Aiming now to leverage the assets I have acquired to build a career as a Salesforce professional.

CAREER EXPERIENCE

Customer Service Senior Advisor

Apple Inc.

Mar. 2010 - Present

- Investigated and resolved over 200 customer service escalations a week in collaboration with technical specialist and finance teams.
- Used company procedures and policies to provide updates to customer support cases utilizing multiple CRM platforms and tools.
- Monitored and reporting trends of support requests to management and other platform specialists to quickly find solutions to reported issues.
- Documented and led the implementation of support SOPs, best practices, and knowledge base articles to help other support advisors resolve incoming customer support requests.

TRAINING PROGRAMS

Salesforce Administrator

Talent Stacker

Oct. 2022 - Feb. 2023

- Led client sessions to gather and prioritize needed business requirements.
- Administered, supported and monitored databases by proactively resolving database issues and maintaining business data servers.
- Planned and implemented and managed Salesforce security measures, including role-based access, encryption, and two-factor authentication, to safeguard vital business data.
- Managed the implementation and configuration of the Salesforce platform, including custom objects, fields, workflows, validation rules, and more.
- Led weekly sprint meetings and daily stand ups to review over 50 needed enhancements to build for the business and determine what to prioritize.
- Produced new automations including email templates, alert banners, and flows in order to properly resolve required business needs.
- Developed comprehensive reporting and dashboard solutions to provide stakeholders with insights and collaborated with team members to create custom, personalized reports.
- Trained end-users on how to use the newly produced Salesforce solutions to better support the business's customer base.

Salesforce Administrator & Business Analyst

Clicked Workforce

Jan. 2023 - Feb. 2023

- Worked in a team to utilize the Salesforce Professional Services Methodology (Discover, Define, Design, Deliver, and Deploy).
- Elicited, documented, and analyzed requirements around business challenges and then produced custom, data-driven solutions.
- Improved business processes and efficiency using the Salesforce ecosystem.
- Worked effectively with others under a short time constraint to complete the project and to present the findings with peers and industry professionals.