

# JOSHUA DEHKORDI

CERTIFIED  
SALESFORCE  
PROFESSIONAL

## CERTIFICATIONS

Salesforce Agentforce  
Specialist

Sept. 2025

Salesforce Platform  
App Builder

Aug. 2024

Salesforce Administrator

Dec. 2022

Salesforce Associate

June 2023

WORKATO PRO I & II

Aug. 2025

## TECH STACK

Salesforce - Agentforce - SOQL  
APEX - Okta - Workato - Gong  
Gearset - GitHub - Guru - Jira  
Confluence - LISN - Clay  
OwnBackup - Canva - Slack  
DataGroomr - DemandToolsV  
ChatGPT - Gleen - RelevanceAI  
Google Sheets - Workbench

## SKILLS

- Relationship Building
- Active and Empathic Communication
- Problem Solving
- Onboarding and Training
- Data Analysis
- Planning and Outlining
- Self Time Management
- Team Collaboration
- Product Education

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## ABOUT ME

Salesforce Administrator experienced in delivering scalable solutions across permissions, integrations, and data quality. Skilled in SSO rollouts, integration user migrations, and backup strategies, with a strong track record of improving system security and reliability. Proficient in Salesforce configuration, automation, and reporting, and recognized for bridging business needs with technical execution to create secure, efficient, and user-friendly Salesforce environments.

## CAREER EXPERIENCE

### Salesforce Administrator

Canva

Mar. 2024 - Present

- Implemented SSO with SCIM provisioning and automated permission-set assignments, creating a scalable permissions management framework that ensured consistent, compliant, and secure access across sales teams.
- Deployed an Account Team management process to improve visibility, control role-based access, and ensure sensitive account data was shared securely with the right stakeholders.
- Deployed an automated daily Salesforce backup solution (OwnBackup) to ensure GDPR compliance and improve disaster recovery readiness cutting RTO from days to minutes.
- Set up off-boarding processes to reassign leads, contacts, and accounts when users left the company, helping maintain clean ownership, accurate reports, and smooth handoffs for sales teams.
- Partnered with Sales Ops, IT, and Data teams to deprecate legacy Mode Reports and improve reporting accuracy across key sales objects.
- Designed and executed large-scale data governance initiatives, including deduplication and merge strategies, to improve system integrity and trust in Salesforce data.

### Customer Service Senior Advisor

Apple Inc.

Mar. 2010 - Feb. 2024

- 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 reported 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

- Completed 400+ hours of practical Salesforce training, projects, and mentoring focused on real-world admin skills.
- Built and deployed Salesforce solutions, including custom objects, flows, validation rules, and reports.
- Collaborated with peers in simulated client projects to gather requirements, configure solutions, and present deliverables.
- Prepared for and achieved Salesforce certifications through structured learning and hands-on practice.

### Salesforce Administrator & Business Analyst

Clicked Workforce

- 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.