

ONI GODWIN TOYOSI

Salesforce Administrator/Project Manager

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2x Certified Salesforce Administrator and Project Manager with expertise in salesforce implementations to forecast and achieve business growth. Strategic planner with proficiency in using salesforce methodologies, tools, and automation to fast-track business processes, optimize systems and meet business goals. Possess excellent time management skills and willing to collaborate with cross-functional teams to boost venture and profitability.

EDUCATION

CLICKED SALESFORCE ADMINISTRATION SPRINT	2024
<i>Salesforce Business Analysis Data Management Implementation</i>	
ALX SALESFORCE ADMINISTRATION PROGRAM	2024
<i>Graduate ALX Africa Salesforce Program</i>	
PROJECT MANAGEMENT	2024
<i>LinkedIn x Microsoft</i>	
MCKINSEY FORWARD PROGRAMME	2023
<i>Graduate McKinsey Forward Program</i>	
UNIVERSITY OF BENIN, EDO STATE, NIGERIA	2019
<i>Bachelor of Arts; Mass Communication</i>	

WORK EXPERIENCE

SALESFORCE ADMINISTRATOR	2024
<i>JHANSI RESTAURANT, ABUJA REMOTE</i>	
<ul style="list-style-type: none">Implemented Salesforce for the restaurant by building pages and apps to increase workflow and efficiency for the restaurant.Listened to stakeholders in the company to implement their needs on the Salesforce platform and did this for various departments.Built different custom objects and fields for the restaurant. Tailored the fields and objects to over 5 departments in the company.Deployed validation rules, processes, and workflows for the business.Configured and set-up salesforce to meet data processing needs.	
SALESFORCE ADMINISTRATOR	2024
<i>SAND TECHNOLOGIES, ALX PROGRAM HYBRID</i>	
<ul style="list-style-type: none">Designing and implementation of automation processes using workflow rules, process builder, and flow to streamline manual tasks and improve productivity.Learned to collaborate with stakeholders to gather and document business requirements, translating them into technical solutions within Salesforce.Able to monitor data integrity and quality, conducting regular data audits and implementing data hygiene practices.Able to create and customize reports and dashboards to provide actionable insights to various teams, supporting data-driven decision-making.	

- Assist in integrating Salesforce with other systems and applications, working closely with technical teams to ensure smooth data flow.
- Provide end-user training and support, addressing inquiries and guiding users on effectively utilising Salesforce features.
- Stay updated with Salesforce releases and new features, assessing their potential impact on the organization, and making recommendations.
- Participate in testing and quality assurance activities during Salesforce upgrades and deployments.
- Document processes, workflows, and configurations to maintain a comprehensive knowledge base.
- Providing user training through integration of Salesforce in-app guidance, enhancing user proficiency, and ensuring smooth transition to new system.

PROJECT MANAGER

January 2024

Salesforce Hangout Lagos

- Promoted digital presence for the Salesforce literacy targeted at hundreds of Salesforce Professionals in Nigeria.
- Worked with a team of eight people to organize the first ever Salesforce Hangout aimed at bridging the gap between top and budding professionals in Salesforce Administration.
- Collaborated with the team to organize the resources, project plan, budgeting and many more.

VOLUNTEER

SALESFORCE LEARNING COMMUNITY MANAGER

May 2023 - Present

- Managing a community of over 300 certified Salesforce Administrators from various parts of Africa. This community aims to serve as a support for Salesforce Administrators, especially in Africa.
- Curating relevant educational content for learners of Salesforce, such as articles, webinars, blog posts, and many more.
- Facilitating discussions and Q&A to ensure that the community remains safe and respectful for the members to express their views and share ideas on Salesforce Administration.
- Organizing Webinars and workshops to provide in-depth insights and practical guidance, allowing members to enhance their Salesforce skills.

SKILLS

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| • Salesforce Flows & Automations | • Project Planning | • Wrike |
| • Data Management | • Risk Management | • Canva |
| • Reports and Dashboards | • Effective Communication | • G-Suite |
| • Configurations and Setup | • Resource Management | • Slack |
| • Object Manager and Lightning Experience | • Productivity and Teamwork | • Asana |
| • Data Security | • Critical Thinking | • NPSP |
| • Sales Cloud | | |
| • Service Cloud | | |

CERTIFICATIONS

Salesforce Administrator
Trailhead Academy

2024

