

RICHARD NORMAN ANG

SALESFORCE ADMINISTRATOR

PROFILE

3 x certified Salesforce Administrator with 4 years' experience configuring Salesforce Sales, Service, and Digital Engagement. Proven ability to analyze, design, and optimize business processes with hands-on experience implementing change, increasing user adoption, and driving best practices.

EXPERIENCE

SALESFORCE SUPPORT ENGINEER

Cognizant

2018- Present

- Oversee all aspects of user and license management, including new user setup/deactivation, roles, profiles, permissions, and public groups
- Resolve user support tickets
- Identify and gather requirements from users and stakeholders
- Managing Salesforce roles, profiles, sharing rules, workflows, and groups.
- Create and maintain custom objects and fields, handle bulk data migration, and maintain page layouts.
- Create and maintain Salesforce configuration, including validation rules, approval processes
- Create and maintain reports and dashboards.

CHARACTER REFERENCE

Name: Sherwin Delos Santos

Designation: Salesforce Principal Support Engineer

Phone: +61432482080

Address: Darling Park - Tower 3 201 Sussex St, Floor 13

Sydney, - NSW 2000 Australia



Salesforce Certified Administrator
June 28, 2018



Salesforce Certified Advanced Administrator
July 26, 2018



Salesforce Certified Platform App Builder
February 11, 2019



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SKILLS

- Ability to Translate Ideas into Processes
- Data Management
- Problem Solver
- Attention to Details
- Process Automation
- User Management
- Learners Mindset

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Technological Institute of the
Philippines