



Matthew Fraser Dooks

SALESFORCE ADMINISTRATOR

I am enthusiastic about launching my career in the Salesforce ecosystem, and am actively seeking a Salesforce Administrator role.

Equipped with fresh skills and a strong commitment to continuous learning, I am eager to contribute. My enthusiasm, combined with a solid certification, makes me a promising candidate for teams looking to infuse energy and dedication.

Contact

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Education

SALESFORCE

Salesforce Certified Administrator

- Configuration and Setup
- Lightning App Builder
- Sales and Service Console
- User Management
- Report and Dashboard Creation
- Custom Object Configuration
- Data Import and Export
- Flow Creation and Troubleshooting
- Permission Management

HUMBER COLLEGE

Fitness and Health Promotion

Diploma with Honors

General Arts and Science

Certificate with Honors

Work Experience

NELLA

Regional Sales and Service Associate - 2018-Present

- Engage with customers to identify need
- Sell new and existing customers on our services and products
- Organize and complete daily deliveries

STRATEGIC COMMUNICATIONS INC.

Assistant Call Centre Manager - 2015-2017

- Led Quality Assurance
- Organized Fundraising Data using Microsoft Office
- Met strict reporting deadlines
- Developed and managed weekly schedules

Fundraising Trainer - 2012-2015

- Created fundraising training materials
- Ran daily briefings and training sessions
- On boarded new employees