Jordan Bell

Salesforce Administrator (career changer, ex-teacher)

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> **Proof:** Salesforce Certified Platform Administrator · 8 yrs running systems for 1,100 students · Built a 40-user volunteer org that cut sign-up admin by 70%

SUMMARY

Former high school teacher and department lead who ran data, schedules and training for 1,100 students and 60 staff. Now a certified Salesforce Administrator who built a working org for a 40-user nonprofit. I bring what admins need most: clear training, clean data, and patience with users.

WORK EXPERIENCE

Volunteer Salesforce Administrator **January 2026 – Present**

Triangle Youth Mentors · nonprofit · 40 users · Nonprofit Cloud

- Replaced Google Forms and a shared sheet with a screen Flow and a record-triggered Flow for mentor sign-up; staff time on sign-ups fell from 10 hours to 3 a week
- Set OWD to Private on Contact and added a criteria-based sharing rule so 30 volunteer mentors see only their own mentees, passing the board's privacy review the first time
- Built 6 reports and a board dashboard that replaced a monthly hand-built slide deck

Science Teacher and Department Lead **August 2017 – December 2025**

Cedar Ridge Unified School District

- Managed grades and attendance data for 1,100 students a year in PowerSchool; cleaned 2,000 duplicate and error records before state reporting (the same work as Data Loader cleanup)
- Trained 60 staff on a new learning management system in 3 sessions; support requests fell 50% in the first month (user adoption and change management)
- Designed a test-tracking spreadsheet with validation and conditional rules that cut grading errors by 80% (the same logic as validation rules and Flow decisions)
- Led 5 teachers on a curriculum rollout, gathering requirements from parents, staff and admins (stakeholder discovery)

SKILLS

Salesforce: Record-triggered and screen Flow, validation rules, reports and dashboards, Duplicate Rules, Data Loader

Security: Permission set groups, OWD, sharing rules, field-level security

Transferable: Training and documentation, requirements gathering, data quality, change management

CERTIFICATIONS

- Salesforce Certified Platform Administrator, November 2025
- Trailhead Ranger · Superbadges: Flow Fundamentals, Security Specialist
- Verify credentials: https://trailhead.salesforce.com/credentials/verification

EDUCATION

M.Ed. Secondary Education, NC State University, May 2017 · B.S. Biology, UNC Greensboro, May 2015