Maya Okafor

Junior Salesforce Administrator

Columbus, OH · maya.okafor@example.com · linkedin.com/in/maya-okafor-example · Trailhead: salesforce.com/trailblazer/mayaokafor

> Salesforce Certified Platform Administrator · 140 Trailhead badges, Ranger · Superbadges: Flow Fundamentals, Record-Triggered Flow, Security Specialist · 1 nonprofit org shipped

SUMMARY

Newly certified admin who has already run a real org: rebuilt a 25-user nonprofit's donor intake in Salesforce and cut manual data entry by 6 hours a week. Looking for a junior admin role on a Sales or Service Cloud team.

WORK EXPERIENCE

Volunteer Salesforce Administrator **February 2026 – Present**

Harbor Food Network (nonprofit, 25 users, NPSP)

- Replaced a paper donor form with a Screen Flow + record-triggered Flow, cutting intake from 10 min to 2 min per donor (6 hrs/week saved)
- Cut duplicate Contacts from 18% to under 3% by configuring Matching and Duplicate Rules, then merging 1,400 records with Data Loader in a sandbox first
- Built a volunteer-hours dashboard (4 reports, 1 joined report) that the board now uses instead of a monthly spreadsheet

Customer Support Specialist **June 2023 – January 2026**

Brightline Telecom

- Handled 55 cases/day in Service Cloud at 96% CSAT; wrote the macro library 30 agents still use
- Flagged 3 broken case-assignment rules to the admin team, which became my first hands-on Salesforce work

PROJECTS

Portfolio org: Event Registration App: Custom objects (Event__c, Registration__c) with master-detail, a before-save Flow for capacity checks, a fault path that emails the admin, and a validation rule that blocks overbooking. Documented in a 2-page design note.

SKILLS

- Flow Builder (screen, record-triggered, before-save), validation rules, approval processes
- Profiles, permission sets, role hierarchy, sharing rules
- Reports, dashboards, report types, Data Loader, Data Import Wizard
- Sales Cloud, Service Cloud, NPSP

CERTIFICATIONS

Salesforce Certified Platform Administrator (2026) (verify: https://trailhead.salesforce.com/credentials/verification)

EDUCATION

B.A. Communication, Ohio State University, 2023