



JACOB HANSON

JR. SALESFORCE ADMIN

CONTACT ME

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CERTIFICATIONS

- ⦿ Atlassian - Setting up ITSM projects
- ⦿ Google - Apps Scripts, Cybersecurity
- ⦿ Trailhead Expeditioner

SKILLS

- ⦿ Salesforce Administration: Sales Cloud, Service Cloud, Marketing Cloud
- ⦿ Third party Apps: Dropbox, Slack, AI, Atlassian, Dialpad, Jack Henry, Knowbe4, PRTG, CrowdStrike
- ⦿ Workflow Automation
- ⦿ Project Management

HOBBIES AND INTERESTS

- ⦿ Constructing gaming/sim setups
- ⦿ Active learner - trailhead and community forums
- ⦿ Building motors / cars

PROFESSIONAL SUMMARY

A highly technical support analyst, certified in Salesforce. Proven ability to analyze, design and optimize business processes with hands-on experience implementing change, increasing user adoption and driving best practice.

WORK EXPERIENCE

Thunderfunding, IT Support Analyst

November 2023 - Present

IT Team Member for a US based business with offices across the Philippines, and America, supporting 100 users of Sales, Service and Marketing Cloud.

- ▶ Migrated 2 business systems onto the Salesforce platform, saving the company \$60,000 annually on legacy platforms.
- ▶ Designed a Salesforce security feature to lock records based on criteria, leading to 20% less errors in documentation,
- ▶ Implemented Jira and set up support queues & automations leading to several improved KPIs including improved first response rate by 30% and customer satisfaction by 25%.
- ▶ Established a robust knowledge base hub utilizing the full capabilities of Confluence, serving as a centralized repository for IT solutions and best practices, fostering efficiency and expert documentation practices.

Thunderfunding, IT Help Desk Specialist - Full Time

June 2023 - November 2023

Tier 3 Support Specialist, supporting 80+ users.

- ▶ Designed and implemented new simulated phishing campaigns, improving security awareness.
- ▶ Improved google app scripts, leading to 40% more uptime.
- ▶ Implemented flows, automating repetitive tasks and increasing automation, saving each agent/ user at least 1 hour of manual data entry per day.

Thunderfunding, IT Help Desk Specialist - Part Time

November 2022 - June 2023

Tier 1 Support Specialist, actively enrolled in Springboards Cyber Security Course.

- ▶ Responded promptly to IT support tickets via Slack, maintaining a high level of responsiveness for users.
- ▶ Resolved technical issues efficiently, leveraging troubleshooting skills and knowledge gained to swiftly address common IT concerns.
- ▶ Actively contributed to the enhancement of the knowledge base by documenting resolved issues and solutions

EDUCATION

Springboard

Cybersecurity career track - 4.0

Trailhead

Salesforce learning platform - 37k points

Universal Technical Institute

Automotive Technology - 3.5

Kamiakin High School

High School Degree - 3.8