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HTTPS://WWW.SALESFORCE.COM/TRAILBLAZER/DIVINELANTUM

HTTPS://WWW.LINKEDIN.COM/IN/SAFE-SCRUMMASTER-SALESFORCEADMIN-DIVINELANTUM

DIVINE KIVEN

Salesforce Administrator

PROFESSIONAL SUMMARY

Salesforce Administrator with 4+ years of expertise in CRM solutions and cloud engineering, specialising in the Salesforce ecosystem to optimise business operations. Proficient in security compliance, process automation, Omni-Channel routing, and integrations. Passionate about driving scalable Salesforce implementations, enhancing cross-cloud collaboration, and fostering team efficiency. A confident problem-solver, strong communicator, and supportive collaborator. Knowledgeable in AWS IAM and S3 for secure data management.

EMPLOYMENT HISTORY

SALESFORCE ADMINISTRATOR   **Dec 2022 - Jan 2025**
NEXUS CLOUD TECHNOLOGIES

- Managed the full lifecycle of Salesforce administration, including user access, data integrity and security protocols, to maintain a reliable and compliant CRM environment.
- Provided both hardware and software technical support for IT infrastructure, ensuring the seamless operation of devices, network connectivity and office systems.
- Spearheaded the customization of Salesforce Sales Cloud and Service Cloud, designing tailored solutions to streamline workflows and optimize customer relationship management.
- Configured and deployed Salesforce automation tools, including Flow, Process Builder and triggers to enhance efficiency and minimize manual tasks.
- Led the integration of third-party applications with Salesforce, ensuring compatibility and data synchronisation to meet evolving business needs.
- Conducted system diagnostics, performed upgrades and resolved both hardware and software issues across the organisation, improving overall IT system performance.
- Delivered Salesforce user training sessions and created documentation for troubleshooting common issues, promoting user self-sufficiency and platform adoption.
- Collaborated with IT teams to implement backup and recovery plans, ensuring data security and minimising downtime across CRM and IT systems.
- Analyses business processes and worked with stakeholders to develop IT and Salesforce solutions, leveraging Agile methodologies for efficient deployment and iteration.
- Monitored and optimised system performance, developing dashboards and analytics to track key Salesforce metrics and IT infrastructure health.

SALESFORCE ADMINISTRATOR, IT SPECIALIST   **Nov 2017 - Oct 2022**
KIMBO POLICE COOPERATIVE CREDIT UNION LTD

- Oversaw Salesforce administration, ensuring a reliable and compliant CRM environment through user access management, data integrity, and security protocols.
- Provided technical support for IT infrastructure, resolving hardware and software issues, and ensuring seamless operation of devices, network connectivity, and office systems.

- Customised Salesforce Sales Cloud and Service Cloud, designing tailored solutions to streamline workflows and optimise customer relationship management, and configured automation tools like Flow, Process Builder, and triggers to enhance efficiency.
- Led the integration of third-party applications with Salesforce, ensuring compatibility and data synchronisation, and collaborated with IT teams to implement backup and recovery plans, ensuring data security and minimising downtime.
- Delivered user training sessions, created troubleshooting documentation, and promoted user self-sufficiency and platform adoption, while analysing business processes and developing IT and Salesforce solutions using Agile methodologies.
- Monitored and optimised system performance, developing dashboards and analytics to track key Salesforce metrics and IT infrastructure health.

EDUCATION

CIVIL ENGINEERING   **Aug 2015**
University of Buea

CERTIFICATION

SALESFORCE CERTIFIED ADMINISTRATOR
Salesforce

SAFE SCRUM MASTER (SSM)
Scaled Agile, Inc.

AWS CERTIFIED SOLUTIONS ARCHITECT - ASSOCIATE
Amazon Web Services

NEBOSH INTERNATIONAL GENERAL CERTIFICATE IN OCCUPATIONAL HEALTH AND SAFETY
NEBOSH (UK)

SKILLS

• **Salesforce Platform & Configuration:** Salesforce Lightning Experience, Classic, App Builder, Salesforce Mobile App, Custom Objects, Custom Fields, Record Types, Page Layouts, Validation Rules, Formula Fields, Object Relationships, Field-level Security, Profiles, Permission Sets, Roles, Sharing Rules, Queues, and Public Groups

• **Data Management & Security:** Data Loader, Data Import Wizard, Duplicate Management, Data Validation, Reports & Dashboards, SOQL (Salesforce Object Query Language), Field History Tracking, Audit Trails, Role Hierarchies, Sharing Settings, Shield Platform Encryption, and Salesforce Shield

• **User Management:** User Profiles, Permission Sets, Role Hierarchies, Login Flows, Two-Factor Authentication (2FA), Single Sign-On (SSO), Identity Verification, Delegated Administration, and License Management

• **Salesforce Integration:** APEX REST API, SOAP API, Outbound Messaging, Salesforce Connect (External Objects), External Services, and AppExchange Integrations

• **Reports & Analytics:** Custom Reports, Report Types, Dashboards, Reporting Snapshots, Joined Reports, Report Filters, and Dynamic Dashboards

• **Security & Compliance:** Field-Level Security, IP Restrictions, Login Hours, Profiles, Permission Sets, Two-Factor Authentication, Event Monitoring, and Salesforce Security Best Practices

• **Mobile & Lightning Experience:** Lightning App Builder, Lightning Components, Lightning Record Pages, Salesforce Mobile App Configuration, and Salesforce Lightning Scheduler