Elizabeth Made

Salesforce System Administrator ◦ Consultant ◦ Instructor

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CERTIFICATIONS & SKILLS

09/30/2024 scheduled: Salesforce Certified Platform Developer I
10/15/2021: Salesforce Certified Platform App Builder
05/26/2022: Salesforce Certified Administrator
3/24/2021: AWS Certified Cloud Practitioner
Salesforce, Python, C++, Javascript, CSS, HTML, Excel, Latex, Selenium, Octave, Adobe Photoshop

EXPERIENCE

Solution Architect, System Administrator   January 2023 - Present
Raphaelson & Levine Personal Injury Law Firm
- Designed, built, deployed, and tested over 100 automation requests in Salesforce org
- Analyzed apex code for performance failures for the subsequent automation remedies
- Presented deliverable demonstrations, reporting results, proposals for customization, cost analysis
- Managed project delivery and communication across the firm's seven vendors

Customization Consultant   April 2022 - January 2023
Litify
- Managed 15 client law firms totaling minimum 120 subscription hours per month
- Designed, composed, implemented over 150 customizations & consultations per quarter
- Sold over $40,000 in subscription add-ons & upgrades from a non-sales role

Associate Consultant   August 2021 - March 2022
Slalom Consulting
- Proposed scalable Salesforce chatbot solution around content hub & authored its maintenance material
- Created and presented Salesforce custom object solution based on stakeholder requests, interviews

Teacher & Tutor   2008 - 2020
Robious Middle, Discovery School of Virginia, Regional Alternative School Program
- Subjects taught: Algebra I & II, Geometry, Trigonometry, Calculus I & II, Physics, Chemistry
- Designed exam analytics, training resources, meeting templates for full school year of above curricula

Lab Manager, Technician   2003 - 2007
Fermilab National Accelerator Laboratories
- Built and repaired circuits for processing and monitoring big data from particle collisions
- Authored and implemented C++ code on community server for analyzing collision data

EDUCATION

University of Virginia - *Bachelor of Science Physics, Bachelor of Science Astronomy*

PROJECTS & CONTRACTS

Custom scalable chatbot : *State government website, 2021*
        Custom Salesforce chatbot solution for Sitecore-housed dialogs
Web scraping & analytics bundle: *tents2homes.org, Austin TX, 2020-2021*
        Built district data scrape of .gov site for rehousing project, designed reports, dashboards & user training
Website design & hosting: *LizMa.de personal website, 2020-2021*
        Handwritten, hosted on AWS with S3 and Route 53. Additional portfolio listed