

# Jael Jones

## Salesforce Professional

Indianapolis, IN

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A people-first Salesforce professional driven to learn and serve by acquiring the professional skills to take the necessary steps to produce, with team-oriented synergy, for an assignment well done.

### PROFESSIONAL EXPERIENCE

#### Innovate, Inc | Salesforce Intern

Indianapolis, IN

11/22-1/23

Participant in the first Cohort of Salesforce professional development with Innovate, Inc. Engages with modules and trailmixes on Trailhead such as Business Analyst, non-profit, User Experience Designer and Software development career paths.

#### Salesforce Professional | TalentStacker Career Development Program

Indianapolis, IN

05/21-11/22

Team of individuals learning/understanding/exploring best practices around Salesforce and the broader Salesforce ecosystem.

Participating in live workshops surrounding key Salesforce professional topics in order to become a high-quality Salesforce professional and employee.

Participant in professional development topics such as business requirement gathering, creating solutions, and best practices for implementations.

#### Customer Experience Specialist | CodeClicious

Indianapolis, IN

09/21-04/22

Trained, communicated and collaborated with K-12 educators in utilizing CodeClicious coding curriculum using Scratchjr/Scratch, Repl.it, Codepen and Godot.

Responded to customer queries timely and accurately via email, Hubspot ticket support, or phone.

Consulted with Curriculum Development, Product Delivery, IT, and Sales teams to provide curriculum access, problem solving and advocate on behalf of the customers, ensuring positive user experiences.

Identified customer needs and assisted with the use of specific curriculum features.

Created and documented internal employee-facing and external customer-facing workflow processes such as, but not limited to CX employee onboarding and KPIs, organized and prioritized CX tasks and projects, hosted online events, and updated curriculum training presentations.

### SKILLS

Salesforce Administrator Certification

C#.NET/HTML5/CSS3/JS/SQL

Data Management

Slack/Google Workspace/Trello/Asana

Adaptable Creative Thinker

Avid Researcher

Active/Empathetic Listener

Client Service Oriented

Culturally Intelligent

Team Oriented and Self Starter

### Education

**Bachelor's Degree**, Dean's List

Indiana University(IUPUI), Indianapolis, IN

### Volunteer Experience

Tech Forward Volunteer 8-weeks Salesforce Career Challenge

Tech Volunteer/ Instructor for  
The Next IT Girl  
Indianapolis, Indiana Chapter.

Pro Bono Website Designer/Consultant for  
individuals in startup endeavors.

Assisted a Girl Scout Troop in earning the Girl  
Scout Tech Badge.

Led Hour of Code for Middle/High School Inner  
Beauty Program.

Global Village Welcome Center Cultural  
Volunteer

*Indianapolis, IN**05/20-05/21*

Scheduled and conducted admissions interviews for Software Engineer/UX Design program enrollment and Amazon Career Choice Program with 300 outbound calls and 15-20 appointments booked a week.

Qualified and disqualified leads and kept Hubspot pipelines current with attention to detail.

Participated in Sandler Sales Trainings to increase knowledge in sales operations and sales processes to earn Bronze Sandler Certification.

Assisted with the development and project management of sales processes and strategies.

Hosted and co-hosted Kenzie Academy open houses and SME information sessions.

**Freelance Web Designer | Media Consultant***Indianapolis, IN**05/15-05/20*

Created dynamic websites on CMS platforms remotely with clients.

Managed website and social media accounts. Designed Logos, print brochures and social media assets for client branding. Consulted with clients to implement proactive strategies for revenue increase.

Designed website and social media branding for Indianapolis, City-County Council Candidate District 5.

Assisted Indianapolis City-County Council Candidate District 5, campaign team in managing social media strategy execution.

**Quality Assurance Intern | Quality Assurance Analyst***iLAB, Indianapolis, IN**11/16-06/17*

Executed the software implementation lifecycle for QA Testing. Instructed and trained in the foundations of testing and testing processes, Agile Methodology, and its Methodology.

Executed Static and Dynamic Testing methods by creating business requirements, UAT test cases, UAT test scripts, and UAT test scenarios on training projects as an intern.

Developed and executed UAT test case plans using SQL, excel spreadsheets and HP Quality Center to meet business requirements.

Accurately identified and documented software malfunctions and escalated the case to software developers.

**Substitute Teacher***Kelly Educational Staffing, Indianapolis, IN**08/07-06/16*

Fulfilled short and long-term substitute assignments across all subject areas (including special needs), effectively taught students of varied academic/age levels (grades K-12) with diverse cultural backgrounds.

Managed and instructed classes with 25+ students; communicated with teachers, administrators, and parents; and built a positive rapport with students.

**Apprenticeships/Certifications**

**We Can Code it, BootCamp-Apprentice**  
C#.NET Software Engineer Certification,  
Cleveland, OH

**SkillCrush Web Design Certification, Online**  
Certificate from the Web Design Track