

## **Victor Igene**

Toronto, Ontario, Canada

[Salesforce Portfolio](#) | [LinkedIn Profile](#) | [Trailhead Profile](#) | [Email](#) | [Phone Number](#)

### **Certifications**

- Salesforce Certified AI Specialist
- Salesforce Certified Administrator

### **Skills And Abilities**

- **Salesforce Administration:** User management, sharing rules, profiles, and permission sets.
- **Process Automation:** Expert in Flows, approval workflows, Agentforce, Custom Apex Code, and macros.
- **Declarative Configuration:** Custom objects, fields, validation rules, page layouts, and record types.
- **Data Integrity & Management:** Proficient in data imports, debugging, and setup audit reviews.
- **Reporting & Dashboards:** Built advanced reports and actionable dashboards for decision-making.
- **Integration & Tools:** Experience with third-party applications and API integration.
- **Security & Governance:** Strong understanding of Salesforce security models and governance practices.
- Analytical and problem-solving skills
- **Communication & Collaboration:** Liaison between technical teams and end-users, gathering requirements, and managing change lifecycles.

### **Professional Summary**

#### **SALESFORCE ADMINISTRATOR | SALESFORCE CONSULTANT**

- Certified Salesforce Administrator and AI Specialist with extensive experience in Salesforce configuration, customization, and full-cycle CRM project management.
- Experienced in designing, testing, and deploying Salesforce solutions to streamline business processes.
- Adept at managing security controls, collaborating across teams, and providing actionable insights through custom reports and dashboards.
- Skilled in configuring Salesforce applications for data integrity, security, system audits and process automation through Flows, Agentforce, and validation rules to streamline operations.
- Proficient in managing user roles, profiles, permissions, and data migrations, supporting secure and efficient system performance for clients.
- Adept in Sales and Service Clouds, enhancing user experiences through optimized object models, dashboards, and reporting to facilitate data-driven decision-making.
- Background in architecture and design, with strong problem-solving skills and an eye for functional and aesthetic solutions.

### **Work Experience**

#### **Salesforce Administrator**

Manifest & Company Inc. (Salesforce Consulting Partner)

Toronto, Ontario, Canada (Remote)

**August 2023 – Present** *Contract - Full-time*

- Served as **Release Manager** and **Lead Implementation Consultant** for the successful deployment and launch of a custom Salesforce app and Experience Site, ensuring on-time delivery and seamless integration.
- Built, tested, and deployed Salesforce configurations, including workflows, process automation, and custom objects.
- Conducted system audits, reviewed setup audit trails and debug logs, and prepared for Salesforce upgrades.
- Maintained platform security by managing sharing rules, profiles, and permission sets.
- Acted as the liaison between business users, vendors, and development teams to gather requirements and resolve platform issues.
- Designed and delivered custom reports and dashboards for revenue and operations teams, and established secure role-based access controls, enabling data-driven decisions.
- Supported platform changes by collaborating with peers and managing the change lifecycle.
- Automated processes for approvals, email alerts, and auto-responses, ensuring operational efficiency.
- Integrated payment processing and tax management systems, and configured automated lead management systems,
- Executed data migrations and enhanced validation processes, ensuring clean and accurate CRM data.
- Designed automation with Flows for lead management, case handling, and customer insights.
- Delivered end-user training and support to drive efficient adoption and maximize functionality.
- Used Visualforce pages to display alert banners for the accounting and customer service teams.

### **Customer Pick-Up/Dock Supervisor | Customer Pick-Up Associate**

Leon's Furniture

Toronto, Ontario, Canada

**September 2022 - Present** *Permanent - Part-time*

- Utilized CRM and third-party software for tracking shipments and supporting customer service operations, ensuring smooth collaboration with management teams.

### **Architectural Assistant/3D Architectural Visualizer**

Crystal White Architects

Jabi, Abuja, Nigeria

**July 2021 – April 2022** *Permanent - Full-time*

- Collaborated on sustainable architecture solutions, integrating eco-friendly materials and energy-efficient practices.
- Managed multiple rendering projects, meeting tight deadlines while maintaining high-quality output.

### **Intern Architect**

Sa'id Kraft Project Limited

Gwarimpa, Abuja, Nigeria

**September 2019 – July 2021** *Permanent - Full-time*

- Worked closely with architects and designers to enhance project design and workflow.

## **Education**

**Trailhead** by Salesforce.

Ranger rank.

### **Bachelor's in Architecture**

Covenant University, OTA, Nigeria

### **Advanced Diploma in Architectural Technology**

Centennial College, Toronto, ON, Canada

## **Past Awards & Accomplishments**

- Successfully served as **Release Manager** and **Lead Implementation Consultant**, overseeing the deployment and launch of a custom Salesforce app and Experience Site, ensuring seamless integration and on-time delivery.
- **First Prize - YAC - Young Architects Competitions "Home After Crisis"** Sponsored by IOM, NHF, and NIA for Sabon Gida, Sabin Farko - *November 2023 - Borno State, Nigeria*
- **Winner, A+ Award for Student Work, AZ Awards 2024** for Sabon Gida, Sabin Farko - "Home After Crisis" - Team of 5 people - *June 2024 - Toronto, Canada.*
- **People's Choice, A+ Award for Student Work, AZ Awards 2024** for Sabon Gida, Sabin Farko - "Home After Crisis" - Team of 5 people - *June 2024 - Toronto, Canada.*