

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.

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.*