

Shaocheng (Shao) Xiong

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SUMMARY

Resourceful certified Salesforce Administrator with hands-on experience in configuring flows, validation rules, user profiles, and integrations. Proven ability to deliver front-line support and resolve technical issues swiftly, enhancing system reliability and user satisfaction. Eager to leverage robust problem-solving and communication skills to drive operational efficiency and improve process outcomes. I am currently upskilling in data analytics with Excel, SQL, and Tableau.

SKILLS

- Salesforce & Technical:** Salesforce Lightning, Salesforce Administration, User Setup, System Configuration, Data Management
- Business Tools:** Microsoft Office, Google Workspace, Microsoft Excel, SQL, Tableau
- Interpersonal Skills:** Multitasking, Troubleshooting, Problem Solving, Team Leadership, Customer Relations

EXPERIENCE

FATHER & SON AUTO PARTS

May 1999 – October 2026

Co-Founder

- Support business operations and technical upkeep of systems.
- Manage inventory, optimizing stock levels and reducing waste.
- Cultivate customer relationships, boosting satisfaction and loyalty.

BABIES OF HOMELESSNESS

Aug 2023 - Apr 2025

Salesforce Administrator

- Configured Salesforce with custom settings, user setup, and automation to streamline data entry and reduce user error.
- Tested system changes and created validation rules, ensuring seamless functionality and data quality.
- Resolved technical issues promptly, enhancing system reliability and building trust among users.
- Built and customized reports and to track donations and grant-related metrics.

Hmong American Partnership

Sep 2023 - Oct 2023

Salesforce Administrator intern

- Managed data collection and reporting in Salesforce, enhancing team efficiency and data integrity.
- Supported data entry, maintenance, and system configuration to ensure accuracy and accessibility.
- Collaborated with business stakeholders to compile and track data, fostering process improvements and organizational support.

PIZZA LUCE

Oct 2015 - Mar 2022

Supervisor/Bartender/Server

- Answered incoming calls, processed phone orders, resolved complaints, and handled customer service issues.
- Trained team members to resolve service and system-related issues calmly and efficiently.
- Maintained high-volume customer communication while ensuring accuracy in order and complaint handling.

PAPA JOHNS

May 2002 - Dec 2015

Supervisor/Delivery Driver

- Led team to ensure product quality and accuracy, reducing errors by 12%
- Oversaw production for timely delivery, achieving 95% on-time rate
- Implemented best practices to maintain product integrity, enhancing customer satisfaction
- Trained staff on procedures, fostering a collaborative and efficient work environment

CERTIFICATIONS

- SALESFORCE CERTIFIED PLATFORM APP BUILDER:** February 2024
- SALESFORCE CERTIFIED ADMINISTRATOR:** April 2023
- SALESFORCE CERTIFIED ASSOCIATE:** April 2023
- COMPTIA INFORMATION TECHNOLOGY FUNDAMENTALS:** November 2022