***Mr. Martin***

***Email:*** ***nishant@stglobaltech.com*** ***Contact: 513 597 6172***

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***Software Experience***

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| Salesforce | FinancialForce | Microsoft Office Suite | ClickUp |
| Click & Pledge | Service Cloud | SirsiDynix | Lucidchart |
| Smartsheet | FormAssembly |  |  |

***Professional Experience***

**Project Manager/Virtual Salesforce Administrator**

9/21- 5/22

Kell Partners, Austin, TX

* Planned, implemented and managed Salesforce implementation projects for nonprofits and educational institutions.
* Create realistic expectations for clients.
* Led a team that consisted of a developer, solution architect and/or a Marketing Cloud/Pardot experts.
* Use technology tools such as Clickup, Sharepoint, Smartsheet and FinancialForce to track progress of the project.
* Communicated effectively with clients through Zoom.
* Complete projects within scope and under budget.
* Provided training on the usage of Salesforce to clients.
* Requirements gathering for solutions.
* Provided administration services to Virtual Administration clients performing changes to page layouts, adding categories to picklists, fixing flows and adding users.

**Data Entry**

7/21-9/21

Whitman Associates/National Association of Corporate Board Directors

Arlington, VA

* Utilized BoardEx database, Google and company websites to verify members who are corporate board directors.
* Updated current board member company, address, position and contact details in Salesforce.
* Used data governance principles to keep the integrity of data.

**Volunteer Salesforce Administrator**

2/20-4/21

Catholic Archdiocese of Suva, Fiji

Administrating Salesforce K-12 EDA

* Created customized objects, fields and list views.
* Uploaded data using Data Loader and Data Import Wizard.
* Managed data integrity, duplications and governance
* Managed 2 users.

**Cyber Threat Intelligence Analyst Intern**

4/2019-8/2019

Cyber Resilience Institute, Colorado Springs, Colorado

Conducted cyber threat intelligence for the 2019 FIFA Women’s World Cup.

* Part of a team that provided social media monitoring and threat intelligence.
* Provided geopolitical and cybersecurity content to the team to give perspective to intelligence activities.
* Used tools like TweetDeck and TruSTAR in operations.

**Oceania Sport Information Coordinator**

5/2014 – 5/2021

Oceania Sport Information Centre and Olympic Studies Centre (OSIC), Suva, Fiji

University of the South Pacific, Laucala Campus,

Promoted the advancement of sports in the Pacific Islands through the dissemination of sports related research and community involvement.

* Developed sport information services and collections within the USP Library network.
* Delivered specialized sports information through email and through our newsletter called *Oceania Highlights*. A subscriber base of 300 individuals and we currently have special issues to educate athletes on such topics as anti-drugging, nutrition, and strength and conditioning.
* Managed a FB account for OSIC that has over 5,000 likes who receive sports news and research every day.
* Partnered with organizations such as Sport Matters, Oceania National Olympic Committees and others to collaborate on research and outreach campaigns.
* Exposed the international community to Oceania sports though our YouTube Channel which has close to 1 million views. Project manager of the marketing and the uploading/editing of videos.
* Subject matter specialist on the Olympic Movement.
* Liaison to the Physics and Engineering Departments at the University.

**Librarian**

10/2004 – 5/2014

District of Columbia Public Library, Washington, DC

As an adult reference librarian, I serve the community by educating about library services and provide lifelong learning opportunities.

* Conducted trainings in computer literacy to 30 individuals weekly.
* Peer training of technology and troubleshooting tips.
* Planned and worked collaboratively with local organizations which led to dynamic partnerships with local Vegan Groups and US Parks and recreation.
* Managed an online reservation system for meeting rooms and setup of audio visual equipment.
* Liaison between the information technology department and branch library on technical issues.

**Previous Experience**

Resettlement Officer

International Catholic Migration Commission

Caseworker/Field Team Leader

Church World Service

***Education and Career Related Training***

**American Board of Telehealth**

Certificate in Telehealth

**Pi-Tap Summer 2020**

Service Cloud Training

**PepUpTech Academy Winter 2018**

Salesforce Administrator Training

Salesforce Trailhead Ranger

**University of the South Pacific, Fiji**

Cisco CCNA Net Academy 1 and 2 (Completed)

**University of the District of Columbia, DC**

Certificate in Electronic Health Records/Implementation Management and Technical Support

**Clark Atlanta University, Atlanta, GA**

MS Information Studies

**Central Connecticut State University, New Britain, CT**

MS African/International Studies

**Lincoln University, Lincoln, PA**

BS Psychology