R. Rayne Clark

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Certified Salesforce Administrator and Business Analyst with multi-org admin and consultant experience.

Certifications

- Salesforce Business Analyst (3/23)
- Salesforce Platform App Builder (3/22)
- Salesforce Associate (10/22)
- Salesforce Administrator (8/21)

Education

Bachelor of Science, Cybersecurity

National University   *Graduating July 2025*

Work Experience

Salesforce/IT Administrator

Junior State of America   *March 2023 to Present*

- Maintain the tech stack for the organization, including Salesforce with all integrations/packages, and Google Workspace.
- Perform data cleanup to maximize the accuracy and efficiency of the organization, including validation, deduplication, standardization, and archival/new data loads.
- Gather requirements in order to recommend and implement new solutions, including transitioning away from Pardot and other tools that no longer meet the needs of the organization and upgrading from the legacy Nonprofit Starter Pack to the modern Nonprofit Success Pack.
- Redesign multiple parts of Salesforce, including the security model, transition from workflow rules/Process Builder to Flow, and alter the data model to reflect current business processes.

BIT Academy Lead & Salesforce Administrator

Blind Institute of Technology   *January 2022 to February 2023*

- Provided internal support for BIT's Salesforce org, including supporting and implementing new solutions and improving process automation, increasing efficiency for various departments within the organization by 300%.
- Performed general Salesforce administration duties, including (but not limited to) user management, security policy, reporting, UI design, automation with Salesforce Flow, data management, and utilization of third-party apps, including DocuSign, Ardira, etc.
- Supervised newer Salesforce Administrators, including staff and apprentices on implementation of large-scale projects to improve the Salesforce org.
- Lead a data-driven redesign of the Salesforce Administrator Certification Prep course, including revision of previously authored materials and a new approach to teaching that increased student certification rate by 250%.

Salesforce Administrator/Consultant

Blind Institute of Technology   *September 2021 to January 2022*

- Administered an Enterprise Edition Salesforce org with duties including (but not limited to) user management, security policy, reporting, UI design, automation with Salesforce Flow, data management, etc., and provided general systems support for various IT solutions utilized by the organization, including Google Workspace, WordPress, Slack, Calendly, etc.
- Spearheaded, designed, and implemented major automation projects to simplify complex tasks and eliminate manual tasks for multiple departments.
- Acted as project Lead for Salesforce consulting project implementing a new Enterprise org for a state-level government agency and acting as co-consultant on other client projects.

Salesforce Administrator Certification Prep Course Materials Designer

Blind Institute of Technology   *July 2021 to September 2021*

- Authored course materials for the BIT Academy Salesforce Administration Certification Prep program to accompany independent study with Trailhead and instructor-led classes.
- Created audio recordings for accessibility of written course material for certification prep students.

Volunteer Experience

Salesforce Admin Study Group Facilitator

Amplify   *December 2022 to April 2023*

- Facilitated study group with diverse members studying for the Salesforce Administrator Exam.
- Assisted with presentation material for study group participants and provided presentations where none were available.
- Provided mentorship and guidance during and after the program.

Credentialing Subject Matter Expert

Salesforce   *October 2022 to March 2023*

- Worked with the Superbadge team for User Access Specialist Superbadge (part of the Security Specialist Superbadge), providing feedback on usability and accessibility, as well as general error testing and feedback.

Salesforce Consultant/Trainer

Northwest Natural Resource Group   *August 2021 to January 2022*

- Assisted post-transition of NPSP org from Salesforce Classic to Lightning, replacing lost functionality and increasing user adoption by 150%.
- Implemented new functionality and customization for NNRG's Salesforce Org based on needs established during discovery, including data model upgrades with advanced formulas and validations and user interface customization.
- Provided training for organization users for the purpose of independent customization without the need to bring in an outside consultant.
- Prepared written training materials for future use by the organization for reference by users.