

# Jael Jones

## Salesforce Admin Professional

317.782.5456

[Jaele.jones@gmail.com](mailto:Jaele.jones@gmail.com)

[www.jaeljones.com](http://www.jaeljones.com)

[www.linkedin.com/in/jaeljones](http://www.linkedin.com/in/jaeljones)

<https://trailblazer.me/id/jaeljones>

Dedicated Salesforce Admin Professional, driven to learn and serve, by using active listening and observation strategies, having acquired the understanding to take the necessary steps to produce, with team-oriented synergy, for an assignment well done.

## PROFESSIONAL EXPERIENCE

### Admissions Advisor | Kenzie Academy at Snhu

Indianapolis, IN, May 2020-May 2021

Schedules and conducts admissions interviews, qualifying/disqualifying leads, and keeping pipelines in CRM up-to-date.

Achieved KPI's in first 30-60-90 days, high performing admissions advisor for Software Engineer/UX design Program enrollment.

### Freelance Web Designer | Media Consultant

Indianapolis, IN, June 2015-May 2020

Creates, updates and maintains social media accounts and websites on CMS for clients. Client consultant for social media branding and marketing strategies.

Designed website and social media branding for Indianapolis, IN City County Council Candidate District 5

### Quality Assurance Intern | Quality Assurance Analyst

iLAB, Indianapolis, IN, November 2016– June 2017

Developed and executed test case plans for INPRS project using an excel spreadsheet and HP Quality Center to meet business requirements given.

Successfully Identified a software glitch and escalated the case to software developers.

### Software Engineering Apprentice

We Can Code It, Cleveland, OH, June 2016– September 2016

Created Yoga RX web application with a team as a final project. Link: <https://yogarx.apphb.com/> Developed application using Agile/SCRUM methodology, front/backend development and spearheaded the UI/UX design process.

### Substitute Teacher

Kelly Educational Staffing, Indianapolis, IN August 2007-June 2016

Fulfilled short and long-term substitute assignments in all subject areas (including special needs), effectively taught students of varied academic levels (grades K-12), and diverse cultural backgrounds.

Repeatedly selected to fill in for district teachers at a moment's notice; closely adhered to lesson plans; kept students motivated, engaged and focused.

## SKILLS

Salesforce Trailhead: Ranger

Admin Certification (In Progress)

HTML5/CSS3/Javascript/JQuery

SQL/C#.NET/Software Testing

Data Management

Sales (Sandler Bronze Certified)

Slack

Servant Leadership

Culturally Inclusive

Work Autonomously

## Education

**Bachelor of General Studies**, Dean's List  
Indiana University(IUPUI), Indianapolis, IN

### We Can Code it, .NET Boot Camp

Software Engineer Certification, Cleveland, OH

### SkillCrush, Online

Certificate of Completion Web Design Track

## Volunteer Experience

HBCU.FORCE Volunteer 8-weeks

Salesforce Career Challenge

Volunteer/ Instructor for The Next IT Girl  
Indianapolis, Indiana Chapter.

Pro Bono Website Designer/Consultant  
for individuals in startup endeavors.

Assisted a Girl Scout Troop in earning the  
Girl Scout Tech Badge.

Led Hour of Code for Middle/High School  
Inner Beauty Program.