


Matkalykova Zhenishgul Kurbanalieva

Certified Salesforce Administrator

✉ zhenishgul050985@gmail.com 📞 +1773 540 0738 📍 Chicago, IL 60659  [linkedin.com](https://www.linkedin.com)

Summary

Certified Salesforce Administrator with 5+ years of hands-on experience in platform management, configuration, and high-scale automation. Expert in driving business efficiency through advanced Flow orchestration, complex data migrations, and multi-cloud management including **Sales, Service, and Experience Clouds**. Proven track record of translating complex business needs into scalable technical designs, utilizing a configuration-first approach and metadata-driven solutions (**Custom Metadata/Settings**). Proficient in the latest AI innovations, including **Agentforce, Prompt Builder, and Einstein Copilot** to enhance user productivity. Strong background in maintaining system health across the full ALM lifecycle (**DEV, UAT, PROD**) with experience in CI/CD deployment workflows and production support.

CERTIFICATES

Salesforce Certification

Certified Salesforce Administrator
(2024)

RANGER

Trailhead Salesforce Ranger Status
(2024)

Salesforce Agentblazer Champion

Earned Agentblazer Status (2025)

WORK EXPERIENCE

01/2024 – Present

Salesforce Administrator, Getforce

- Managing user access, setup, profiles and roles, customization of objects, fields, record types, page layouts and validations.
- Customizing Salesforce dashboards and reports for users, enhancing data visibility and decision-making.
- Responding to daily support tickets, providing timely solutions for user-reported issues and improving system usability.
- Building scalable, metadata-driven solutions using Custom Metadata and configuration-first design.
- Working with Agentforce to build and improve AI agents, set up Agent Actions, and create prompts using Prompt Builder and Einstein Copilot.
- Maintaining and customizing Sales Cloud and Service Cloud, Experience Cloud.
- Configuring Salesforce security using profiles, permission sets, and sharing rules

10/2020 – 12/2023
Maryland (remote),
United States

Salesforce Administrator, RentersNation LLC

- Performed SFDC Administrative tasks like creating profiles, roles, users, page layouts, email templates, lightning flow, workflows, approvals, validation rules, reports, and dashboards.
- Maintaining and customizing Sales Cloud and Service Cloud Managing users, data, and security.
- Stayed current on Salesforce releases to maintain the health of DC Property's.
- Salesforce instance and recommend new solutions to business problems.
- Experienced in using Data Migration tool called Data Loader.
- Created flow rules and time-triggered actions to execute business logic.
- Designed a custom application to streamline real estate operations, including automated reminders and tenant relationship management tools.

EDUCATION

2002 – 2008
Bishkek, Kyrgyzstan

Bachelor's degrees, Kyrgyz National University
The Department of Foreign Languages (English-German)

SKILLS

DevOps & Tools

- Salesforce DevOps Center
- CI/CD Automation.
- SFDX CLI
- GitHub Actions
- Change Sets
- Workbench
- VS Code
- Salesforce Inspector Reloaded

Salesforce Clouds

- Sales Cloud
- Service Cloud
- Experience Cloud

Soft Skills

- Able to work under pressure
- Quick learner
- Problem-solver
- Adaptable
- Attention to detail

Data Tools & Analytics

- Data Loader
- Dataloader.io
- Data Import Wizard

PM & Collaboration:

- Jira
- Confluence
- Azure DevOps
- ServiceNow
- Agile/Scrum Methodologies
- Sprint Planning
- Code Reviews
- Release Management.

LANGUAGES

- English

- Russian

- German