

BRIAN MWANGI

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SUMMARY

- I am a Salesforce Certified Administrator, knowledgeable in the Salesforce CRM space.
- Three years of experience working in operations and technical roles, proud to have delivered construction projects to my company's customers.
- I take well-analyzed and calculated risks that I know will pay off. This stems from my work experience where I had to be proactive and think on my feet to ensure that I do not get delayed in projects as they can turn out to be very costly to the company and its reputation.

SKILLS

Knowledgeable of tools in the following spaces.

- IT Ticketing for customer support: Zendesk, Freshdesk, Intercom.
- CRM: Salesforce, Hubspot, Freshsales.
- Lead generation tools: Apollo.io, LinkedIn sales navigator, lead scrapper.
- Project Management: Trello, Asana, Monday.com, ClickUp.
- Remote desktop applications: Teamviewer, LogMeIn, Remote for Slide, AnyDesk.

EDUCATION

ALX Salesforce Administrator training.

September 2023 – January 2024

- User and Security Management
- Data and Analytics Management Tools
- Workflows and process automation.
- Salesforce products - Sales, Service, and Marketing Clouds.
- Salesforce Configuration and Customization

ALX Foundations Program

May 2023 - August 2023

- Time management skills and work planning.
- Problem-solving frameworks.
- Communicating for impact: Storytelling.
- Giving and receiving feedback.
- Creating wireframes and prototypes and Human-Centered Design.
- Creating powerful presentations.

WORK EXPERIENCE

Volunteer Learner

September 2023 – January 2024

ALX Africa – Salesforce Cohort 1, Nairobi.

- I was among the four squad leads in the ALX Nairobi Salesforce learner group. I organized weekly meetings with my squad members to work on weekly Hands-On projects which had weekly deliverables and presentations.
- I presented the weekly projects to our Technical Mentor and other learners across Africa alongside my squad mates.
- I participated in various networking events held in Nairobi where I made important connections with industry professionals.

Volunteer Learner

October 2023 – December 2023

Clicked, Remote.

- I participated in sprints alongside my team members which covered areas of salesforce administration such as data loading, configuration and set-up, data analytics management, workflows, and process automation. This has given me foundational knowledge of the roles undertaken by Admins.
- I used tools such as Jira and Lucid Chart to create and manage user stories and business process maps, playing the roles of salesforce business analysts and consultants.
- I played the role of Project Manager in our team, ensuring we stayed on track to deliver our task deliverables.

Technical Head

May 2022 – July 2023

Nibav Home Lifts, Nairobi.

- I handled the technical sales aspect of our operations, leading outreaches to technical stakeholders such as consultant architects and engineers.
- I led a team of five technicians in delivering various elevator installation projects around East Africa. This included training and mentoring interns and through this, we made sure to complete any single installation in less than a week.
- I undertook operational roles such as clearing imported elevators from bonded warehouses, and safely handling and transporting them to our warehouses and customer sites.
- I participated in marketing efforts such as organizing and attending exhibitions, where we showcased our product and answered questions, generating leads as a result.

LANGUAGES

• Kiswahili - Native fluency

• English - Bilingual fluency