

Tosha L. Schmid

Systems Administrator

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Professional Summary

A Salesforce Certified Administrator with 9+ yrs. in the workforce and 3 yrs. of Sys Admin experience for Classic and Lightning, being a project lead, working as a team or individually, in a fast-paced, professional environment. Manage cloud-based systems and networking, including troubleshooting, designing and implementing solutions, integrating updates, rolling out new systems, and AppExchange packages.

Relevant Work Experience

ICOT Holdings, LLC. | Savannah, GA | 2016 - 2020

Systems Administrator

March 2018 – January 2020

Systems Admin Intern

December 2016 – March 2018

ICOT Holdings has two subsidiaries, Clarity and ListenClear, together they manufacture and sell FDA certified hearing aids. Acted as the primary Systems Administrator for all three companies and ~200 users. This role was part consultant, analyst, administrator, and architect.

- Evaluate new releases of systems to determine functionality requirements and provide detailed information on how changes will apply to all affected systems, departments, and users.
- Ensure best practices for Salesforce and integrations. Build documentation, reports, dashboards, training materials, and communicate with internal and external stakeholders.
- Work closely with department heads to analyze needs, finds solutions, and increase productivity.
- Manage daily administrator tasks using custom objects, fields, workflows, flows, process builder, triggers, validation rules, sharing rules, change sets, macros, approval processes, packages, etc.

Accomplishments and Projects

- Created a Salesforce App that worked as an IT Services Portal that allowed our team to collect metadata specific to our organization without having to use a 3rd party system. Resulted in increased communication within our organization and allowed IT issues and tasks to be solved efficiently.
- Headed up the migration of employee info from SharePoint into Salesforce to create a User Tracking Database. New automations tracked and retained data about recruitment, work history, offboarding, equipment info, etc. and initiated business processes, tasks, etc.
- Volunteered to create a Business Change Request portal in Salesforce. Used by administration in bi-weekly progress meetings as a live tracker by all department heads.
- Lead the effort to convert Salesforce Classic to Lightning in under three weeks by managements request. Evaluated the modifications needed and assigned to team members. Ensured the project was on task, communication and issues were being addressed.

Skills & Attributes

- Good knowledge of Apex, Visualforce, Java, Javascript, C++, C#, Objective-C, SQL, and SOQL.
- Skilled with documentation, requirements gathering, agile/scrum methodology, and problem-solving.
- Strong time management, organization, presentation, and written/oral communication skills.
- Proficient with Office 365, Microsoft Project, Visio, Skype, Teams, Zoom, Google Suite, etc.
- Enjoy I.T. & working with Salesforce, project management, analysis, administration, working with teams, and continuous learning. Solid understanding of I.T. technologies, software systems, and integrations.

Education and Certifications

Georgia Southern University
Salesforce.com

Bachelor of Information Technology, Cyber Security
Salesforce Certified Administrator

Professional Experience Cont'd

Bonefish Grill *May 2015-August 2016*

Savannah, GA *March 2016-August 2016*

SSI, GA *May 2015- March 2016*

Front of House: Server

Applebee's Doherty Inc. Brunswick, GA

December 2013- May 2015

Front of House: Server

Look after customers, ensure they are satisfied and have an enjoyable time to create a return customer. Complete Knowledge of the food menu and drink menu, with a menu that changes quarterly, and specials that change daily, and common questions of customers. Entering the correct information into the computer system the first time, so the customer gets the correct order, and the inventory stays correct. Keep an open line of communication between hosts, managers, and expo. When needed answer phones, take to-go orders, greet customers, and seat guests.

Mann & Hummel USA Inc. Portage, MI

December 2011- December 2012

Dunlap, TN

December 2012-August 2013

Machine Operator December
2011-March 2011

Responsible for knowing and following the specs of my line. It was essential to know every technical detail and follow it to the letter because if you make and pass a faulty part, it could cause a fatal accident. Operate automated and manual machines, complete visual inspections on parts and machines, perform troubleshooting and basic maintenance on equipment.

Lead Operator *March 2011-August 2013*

Manage cell lines, train the line and machine operators on specs, safety, and the order of operations. Ensure Production Basics and the safety rules were followed and that the line is running as a team. Run my part of the line, ensure quality control, labeling and packaging, ensuring preventative maintenance was scheduled, loading and unloading, and making sure the recordkeeping was done. Whether there were any problems or not keeping open communication between the line, Team Leaders, Manager, and Shift Supervisor. Went through lead operator training and production basic training to help prepare me to be a team leader.

OnStaff USA Inc. Portage, MI

May 2011-December 2011

Temporary Operator

Work independently or as a team to produce, inspect, and pack parts before sending them out to the customer. Each part should be 100% satisfactory. As a temporary machine operator, I was put on many different lines and machines to make sure I would be able to learn each component, the order of operations, and learn all aspects of different jobs throughout the factory. As a temp, it was necessary to have perfect attendance, not miss any days, be late, or have a bad attitude, despite working mandatory 76-82 hours a week.