

EDMOND RIACHY

SALESFORCE ADMINISTRATOR/PROGRAMMER

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Ain Aar, Cornet Chehwan

WORK EXPERIENCE

- SALESFORCE ADMINISTRATOR/PROGRAMMER

NOV - 2017
PRESENT
- MIDIS GROUP, CORNICHE AL NAHER, LEBANON

Perform routine technical support for Salesforce platforms
Manage all users and permissions related to the Salesforce platform
Salesforce data management/cleanup tasks
Create and maintain system documentation for fields, processes, and workflows
Create/maintain reports and dashboards
Develop customizations (new fields, new objects) to Salesforce that improve workflows
Work closely with project managers to inspect sales process quality and prioritize improvements
Work with team members to identify project tasks, estimate work effort and timeline
Test business applications and ensure performance is as designed; work with team members and users to resolve any issues
Problem solving and researching of system issues
Maintenance and development of Traverse ERP
Maintenance and development of third party applications
Data migration

- PROGRAMMER INTERN

JUN - 2017
JUN - 2017
- MEGATK, DBAYEH, LEBANON

Maintenance and development of ERP system using Microsoft Dynamics
Troubleshooting system functionalities

- NETWORK SUPPORT INTERN

JUN - 2016
JUN - 2016
- LEBANESE RED CROSS, HAZMIYEH, LEBANON

Worked in IT support and troubleshooting
Network development using CISCO Packet Tracer

- ASSISTANT PURCHASING MANAGER

JUN - 2015
JUL - 2015
- QORTOBA, BAABDAT, LEBANON

Assisted in data collection and entries of the restaurant
Assisted in cost control and budgeting
Planned weekly meetings with suppliers

EDUCATION

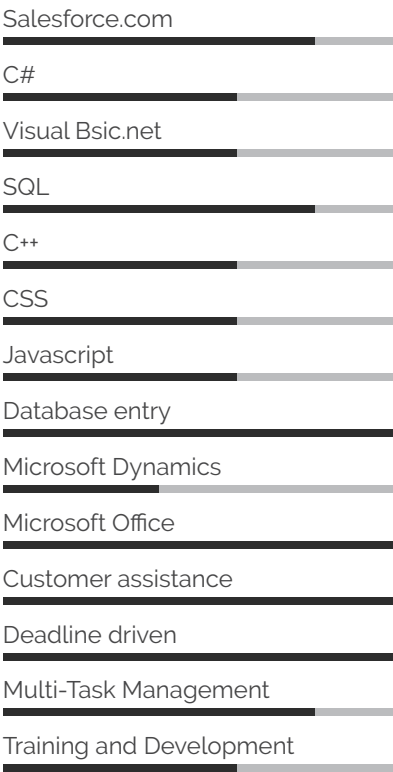
BACHELOR OF SCIENCE
NOTRE DAME
UNIVERSITY, ZOUK,
LEBANON

2017
Business Computing/
Management Information Systems

HIGH SCHOOL
DIPLOMA
BROUMMANA HIGH
SCHOOL, BROUMMANA,
LEBANON

2011
Lebanese Bacculaureate -
Economics Program

SKILLS



LANGUAGES



EXTRA-CURRICULAR ACTIVITIES

- VOLUNTEER

JUL - 2010
MAR - 2012
- LEBANESE RED CROSS, CORNET CHEHWAN