

ISAAC A. OLAOSEBIKAN

Salesforce Business Analyst | Salesforce Administrator | CRM Consultant

Silver Spring, MD | +1 850-339-7701 | adewaleolasebikan@gmail.com

[LinkedIn](#) | www.isaacolaosebikan.com

PROFESSIONAL PROFILE

Salesforce administrator and business analyst with more than five years of CRM experience spanning access management, Flow automation, data quality, reporting, documentation and user training. Holds five Salesforce certifications. Translates business needs into clear requirements and practical configurations that teams can use and maintain.

CORE CAPABILITIES

Business analysis: stakeholder discovery, process mapping, requirements, user stories, acceptance criteria, UAT and training.

Salesforce: Sales Cloud administration, Flow Builder, profiles, permission sets, validation and duplicate rules, reports and dashboards. **Data:** Data Loader, Data Import Wizard, SOQL and Excel.

PROFESSIONAL EXPERIENCE

Salesforce / CRM Systems Administrator & Consultant | RealtorMax International

Remote | March 2022 - Present

- Manage Salesforce user access through profiles and permission sets, supporting secure CRM use across sales and marketing teams.
- Configure and optimize CRM processes with Flow Builder; document solutions and changes in Confluence.
- Train users to manage leads, opportunities, contacts and accounts, and support reporting and data structures for business analysis.

CRM Systems Administrator | Domzel Lagos Nigeria Limited

Lagos, Nigeria | September 2021 - February 2022

- Administered Salesforce users, security settings and platform customizations.
- Maintained data quality through cleaning, validation and deduplication, and supported reporting reliability.
- Built automation with Flow, Process Builder and Workflow Rules; trained users and partnered with cross-functional teams to improve processes.

CERTIFICATIONS AND EDUCATION

Salesforce: Platform Administrator; Platform Administrator II; Platform App Builder; Platform Foundations; AI Associate. **Trailhead:** 18 superbadges.

Towson University: M.S., Applied Information Technology; Graduate Certificate, Health Information Technology (2026).

University of Benin: B.Sc., Accounting.

SELECTED INDEPENDENT WORK

Created more than 50 Salesforce automation demonstrations for TalentsPoint, including record-triggered, screen and scheduled flows, approval processes, custom objects and permission configurations. Portfolio case studies at the website above are clearly identified as simulated consulting projects using fictional data.