

BECKY CHAO

Castro Valley, CA (San Francisco Bay Area)

www.beckycho.com

Check website for contact details

Inquisitive, detail-oriented, and 3x-certified Salesforce administrator with four years of experience customizing Salesforce NPSP for social justice orgs and three years as a nonprofit fundraiser. Collaborative team player eager to seek solutions to propel Salesforce user confidence, community engagement, and nonprofit fundraising growth.

PROFESSIONAL EXPERIENCE

OPENTENT

Salesforce Solutions Engineer (Remote)

Mar 2022 – Present

Responsible for:

- Leading or contributing elements in full project lifecycle as a consultant - scoping project requirements, implementing technical tasks in Salesforce, conducting user acceptance testing with clients, deploying projects from sandboxes to production, and supporting user training after project launch
- Engineering and improving Salesforce-centered business processes for large-scale events, fundraising campaigns, social services, and education programs with thousands of constituents
- Proactively assisting users of all levels at multiple nonprofit clients with training and demonstrations
- Responding to and closing out internal support requests, as well as triaging and prioritizing requests
- Salesforce administration, including working on reports, dashboards, flows, validation rules, automations, other customizations, duplicate checking, and merging records
- Writing and recording documentation, technical and user-friendly, for teammates and clients

Tools used:

- Apex, JavaScript, HTML/CSS, DLRS, Blackthorn, FormAssembly, Campaign Monitor, Salesforce Inspector, Scribe, Miro, Loom, Google Docs

OAKLAND PROMISE

Data and Evaluation Coordinator (Hybrid – Oakland, CA)

Sep 2019 – Mar 2022

Responsible for:

- Salesforce administration, including adding and orienting new users, ensuring data integrity with mass updates, customizing user and app permissions, and tailoring page layouts
- Empowering a staff of 50 with regular training, including in the transition from Salesforce Classic to Lightning
- Providing data analysis and reporting to improve effectiveness of student programming and increase engagement with targeted email and SMS communications
- Configuring related third-party applications with Salesforce, including integrating SurveyMonkey for scholarship application processes with 2,000+ applications annually
- Collaborating with consultants to implement Experience Cloud for 3,000+ student scholars and volunteers, including creating screen flows and customizing the user interface

Tools used:

- Apsona, Dataloader.io, Campaign Monitor, FormAssembly, Google Sheets, SurveyMonkey, Mogli
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EDUCATION

BACHELOR OF SCIENCE, COMPUTER SCIENCE

Oregon State University

2017 - 2020

BACHELOR OF ARTS, RHETORIC & AMERICAN STUDIES

University of California, Berkeley

2009 - 2013

CERTIFICATIONS

SALESFORCE CERTIFIED PLATFORM DEVELOPER I

May 2023

SALESFORCE CERTIFIED PLATFORM APP DEVELOPER

Dec 2021

SALESFORCE CERTIFIED ADMINISTRATOR

Feb 2021

EARLIER EMPLOYMENT

ALAMEDA COUNTY COMMUNITY FOOD BANK

Grants Associate (Oakland, CA)

Sep 2015 – Dec 2017

Managed portfolio of 40 institutional funders, raising \$360,000 and submitting 75+ proposals/reports annually. Supported Institutional Giving team in raising \$4.5 million each year with event assistance and volunteer management. Wrote queries and maintained grant award and prospect research records in Blackbaud CRM. Maintained food drive data in Salesforce.

READING PARTNERS

AmeriCorps VISTA Development Coordinator (Milpitas, CA)

Jul 2014 – Jul 2015

Assisted in raising \$1.4 million in private philanthropy for the organization's Silicon Valley branch. Composed and submitted grant proposals and reports. Maintained donor records, created reports in Salesforce, and mailed donor acknowledgment letters. Led a team in establishing an engaging, locally-focused social media presence with 1,000+ followers.

SKILLS

- SOQL / SQL
- Git
- Microsoft Excel
- HTML & CSS
- C / C++
- JavaScript
- Apex
- Grant Writing & Fundraising
- Nonprofit Finance