

# Dakota Simonson

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<https://trailblazer.me/id/dsimonson2>

## Summary

An aspiring Salesforce professional. I have two years of experience with Salesforce processing orders as Supply Chain Coordinator for MycoTechnology. During this time, I developed a passion for Salesforce and gained a thorough understanding of how the system works on the front end. I am now training to understand the back end. In doing so I hope to land an opportunity to begin my Salesforce career and help to improve the daily lives of those who use Salesforce.

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<https://trailblazer.me/id/dsimonson2> | Trailhead Ranger | 8x Superbadges

## Experience

### **Supply Chain Coordinator**

MycoTechnology, Inc.

Jul 2020 - Mar 2022 (1 year 9 months)

- Maintained an average of 120+ shipments per month with 0 customer complaints for over a year.
- Designed and implemented operational procedures following best practices and compliance that lead to an increase in order processing efficiency of 500% and decreased shipping cost.
- Took ownership and management of sample room, designing an effective workspace for sample creation and an environment for demonstrating products to potential customers and investors.
- Innovated and maintained reports and dashboards through SalesForce for advanced product analytics including forecasting and automation of KPIs.

### **Quality Sample Coordinator**

MycoTechnology, Inc.

Dec 2019 - Jul 2020 (8 months)

- Worked under the Quality department preparing samples to be sent to new and existing customers following GMP.
- Maintained order processing through Microsoft Dynamics NAV.
- Assist with Quality tasks and projects as requested.
- Worked cross-functionally with Quality, Regulatory, Sales, R&D, and the Executive teams.

### **Customer Service Representative**

Rocky Mountain Reagents Inc

Apr 2019 - Aug 2019 (5 months)

- Receive, process, and confirm all direct customer phone, email or faxed purchases.
- Build and maintain customer relations by providing excellent customer service.
- Communicate closely with production and shipping regarding order status and updates.

### **Laboratory Technician**

## **Eurofins Donor & Product Testing**

Dec 2016 - Apr 2019 (2 years 5 months)

- Entry-to-setup of all inbound swabs and solid organ HTPC Samples. Avg 4-600 samples/day.
- Maintained stock levels of all media used in the lab and all lab materials at lab work benches.
- Cleaned and monitored all laboratory surfaces and equipment including CTE(Clear Testing Environment for advanced tests) maintaining 0 bacterial or fungal counts for a year.
- Led all new hires through onboarding process and basic training.

## **Education**



**Front Range Community College**

Associates of Science, Chemistry

## **Skills**

Leadership • Time Management • Organization Skills • Salesforce.com Administration • Microsoft Office • Project Management • Troubleshooting • Data Analysis • Logistics Management • Teamwork