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## CRM Administrator Resume

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### Job Objective

CRM Administrator with strong desire to learn and grow seeking position with organization in which to use my skills to their fullest.

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### Summary of Qualifications:

- Remarkable experience with Administration of Customer Relationship Management (CRM) enterprise application
  - Sound knowledge of the CRM application and CRM installations
  - Familiarity with Salesforce automation solutions
  - Exceptional knowledge of the sales process
  - Ability to perform data administration – data integrity, cleansing data for imports
  - Ability to resolve order problems by investigating data and history
  - Ability to maintain the highest level of confidentiality
  - Ability to forecast the problems of users in change of systems
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### Work Experience:

CRM Administrator, November 2007 – Present  
Acme Packet, Chico, CA

- Maintained the CRM systems for all the users such as the customer service and sales team.
- Specialized in solving all technical matter and resolved all technical and non technical queries of the CRM user.
- Coordinated with the finance and the sales team to analyze and planning the CRM accordingly.
- Communicated with the key customers in regard to sales and finance data for the CRM.
- Customized the layout of the CRM and the associated fields to incorporate customization on the field.
- Performed preventative maintenance of the CRM system to ensure the minimal downtime.

CRM Administrator, December 2001 – October 2007  
Quick Attach Attachments, Inc., Chico, CA

- Provided support to the sales and marketing team by ensuring the working of the CRM system.
  - Participated in the various troubleshooting process and data recovery, implemented the various data changes to the CRM.
  - Performed troubleshooting of the reports to meet optimal level of performance in the CRM.
  - Assisted the users in tracking the data, communicating with the internal and external users to facilitate the business.
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### Education:

Bachelor's Degree in Information Technology, Wellesley College, Wellesley, MA

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