

JORGE FIGUEROA

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EXPERIENCE

SEPTEMBER 2021 - PRESENTS

OFFICE ADMINISTRATOR

SAVVY CUSTOM STONE, ISLIP, NY

- Maintain QuickBooks's records
- Assist with estimates, Generating Purchase orders and invoicing
- Answered incoming calls and directed them accordingly and greeting clients
- Sourced materials as well and assisted in handling incoming orders

APRIL 2014 – JUNE 2021

SALES MANAGER \ CRM ADMINISTRATOR

ABC WORLDWIDE STONE, BROOKLYN, NY

- Responsible for all CRM system development, maintenance and reporting for multiple locations
- Master Data Management within CRM systems (data cleaning & integrity)
- Integration of systems with CRM (eg. Quoting)
- Process flow mapping
- Workflow automation
- Ensuring data integrity and completeness through system enhancements such as mandatory fields and drop-down menus
- Train staff and support salesforce and management on usage
- Implement new policies, procedures and functionality to ensure data completeness and integrity
- Liaise with Sales, Marketing, Operations, Finance and Warehousing on sales related issues
- Facilitate Sales from Lead to Shipment
- Support the CEO, CFO and General Manager on projects, dashboard reporting and managing the sales staff

EDUCATION

SEPTEMBER 2010

GENERAL EDUCATION NASSAU COMMUNITY COLLEGE

Attended NCC for Hospitality management and business management

JULY 2008

MALVERNE HIGH SCHOOL

General education

SKILLS

- CRM Administration
- Process re-engineering
- Ability to assess the needs of clients
- Advanced computer skills
- Wix and basic web design for UI/UX
- R&D Specialist
- Strong understanding of sales process
- Marketing cloud (salesforce)
- Policy setting
- Knowledgeable of all MS Office products
- Project Management

ACTIVITIES

- Maintain websites for blockchain related projects and DAO's
- Assist with Blockchain related NFT Projects
- Traveling
- Cooking
- Creating Art
- Competitive & team based gaming