**JORGE** **FIGUEROA**

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| --- | --- |
| * Salesforce CRM Administration * Marketing cloud (salesforce) * Process re-engineering * Ability to assess the needs of clients * R&D Specialist * Strong understanding of sales process * Policy setting * Knowledgeable of all MS Office products * Project Management * Process Mapping | * VS Code * Wix and basic web design for UI/UX * PHP * Docker * Javascript * HTML5 * MySQL * Node.js * Heroku * Workflow Processing |

**SKILLS & ABILITIES**

**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)
* 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