

## SUMMARY

I am young, ambitious and goal driven. I am a person who always grabs an opportunity when it arises. I am always willing learn, because learning and co-operating with other people is my ambition so I can gain more knowledge. I am hardworking, I give my best at everything that I do or participate on.

I enjoy working with other people, communicating and sharing ideas and solutions to problems.

My main objective is to constantly improve methods and procedures within any organisation in order to increase productivity and profits through my work.

I am looking to discuss with you the current requirements your company has, and how my skills may fulfil those in terms of the Sales as and in need of a company to acquire more experience and apply myself in line with the expertise I already have.

## SKILLS

- Intergration- experience with 3<sup>rd</sup> party tools- Marketing Cloud, Sales Cloud, Service Cloud
- Data Management - Data Loader, Import Wizard, Duplicate Management
- Customer Complaint Handling
- Salesforce Security, Profiles, Permission Sets, Sharing Rules, Validation Rules.
- Salesforce Admin tools- Process Builder, Flow, Workflow Rules, Automation.
- Sandbox

## CERTIFICATIONS

Diploma in Software Development  
Information Security- Ransomware  
Uncovered Specialist  
F&I Fica  
Salesforce Certified Administrator

## REFERENCE

- Puleng Maphela  
Training Operations Manager  
061 055 2879

# Karabo Ramalepe



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## EXPERIENCE

06/2021 - 10/2023

**Product Genius and Product Genius Team Leader**

**Heycarter Dealerships** | Johannesburg , South Africa

- Maintained working knowledge of available products and services for enhanced customer service.
- Remained calm under pressure to handle customer complaints and solve problems.
- Gave clients information about available products and services to build awareness.
- Followed-up on customer interactions to provide further support.
- Met demands of high-volume customer enquiries and exceeded performance targets.
- Responsible for team members individual and team targets in line with operational requirements.
- Managing relevant systems and dashboards and intervening where needed. • Stock Management
- Ensuring that all necessary and required documentation is obtained through the collection and / or delivery process.
- Providing solid customer service with good EQ and translating technical specifications into functional benefits.

08/2024 - Present

**Salesforce Administrator**

**Quarphix** | Midrand , South Africa

- Configured Salesforce features including objects, fields, page layouts, record types, validation rules, and workflow rules to meet business requirements.
- Created and maintained user roles, profiles, permission sets, and security settings to control data access and visibility.
- Developed and optimized process automations using tools like Process Builder, Flow, and Workflow Rules, reducing manual tasks
- Conducted user training sessions and created documentation to ensure smooth adoption and effective use of Salesforce across the organization.
- Provided ongoing support to end-users, troubleshooting issues, and implementing best practices to enhance the Salesforce experience

## EDUCATION

02/2015 - 05/2019

**Rosebank College** | Pretoria South Africa

Higher National Diploma: Information Technology

- End User Computing
- Programming
- Databases
- Software Quality and Testing
- Information security
- Analytical Techniques
- Business Communication
- IT Product Management

- Bryan Fakude –Senior Product  
Genius Team Leader  
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