



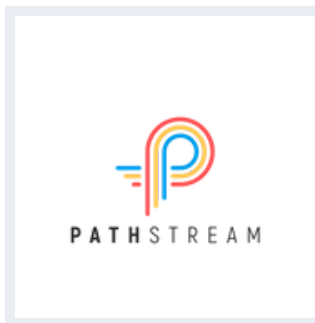
4 Courses

Sales and CRM Overview

Lead Management in  
Salesforce

Opportunity Management in  
Salesforce

Reports, Dashboards, and  
Customer Success in  
Salesforce



Aug 26, 2024

**Kartik Banshi Katkar**

has successfully completed the online, non-credit Professional  
Certificate

# Salesforce Sales Operations

In this Specialization, learners mastered the foundational skills in Salesforce needed to start a new career. Specifically, learners gained an overview of Sales and CRM fundamentals, managed leads in Salesforce, managed opportunities in Salesforce, effectively leveraged Salesforce data with reports and dashboards in the Sales Cloud, and optimized customer success in the Service Cloud.

Anthony Jones, M.S. Ed.,  
Angela Prakash

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

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