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# KAREN BERGAN

CERTIFIED SALESFORCE  
ADMINISTRATOR

## CONTACT

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## REFERENCES

Mikol Rosenbalm, Meraki S.  
850-220-6533  
Mikol@merakisolutions.com

Hannah Prescott, Meraki S.  
850-281-1810  
Prescott2580@gmail.com

## CERTIFICATES

Salesforce Administrator 201  
Google Analytics for Beginners

## LINKS

GitHub.com/kmb88  
LinkedIn.com/in/karen-bergan



## RELEVANT EXPERIENCE

### 2019 SALE SUPPORT SPECIALIST

Meraki Solar | Feb 2019- Present

Key Achievements: Created and implemented email updates with current customers and sales representatives to improve company communication by ~ 15%. Created training documentation and mentored 6 sales support specialists. Represented Meraki Solar by speaking to over 600 customers teaching them the benefits of Solar, walking them through signing loan and contract documents. Helped over 110 deals of sales representatives to close and retain their customers solar projects. Created reports and dashboards in Salesforce to improve efficiency and productivity for sales rep and team members by ~1.7%. Reported weekly on how I was meeting our company's KPI goals. Spent 80% of each day utilizing CRM tool Salesforce.com to analyze large volumes of data to influence decision-making processes. Nominated for employee of the year. Key Words: Sales Support, Salesforce Administrator, Data analytic, Data visualization, Startup Company

### 2015 ORIENTATION LEADER/ RESIDENT ADVISOR

Meraki Solar | Mar 2015- Aug 2016

Key Achievements: Communicated and collaborated with a hall staff of 20 students to establish a united leadership team. Created and coordinated programs that promote campus resources and community building. Utilized problem-solving skills and mediated discussion during ambiguous and/or unexpected situations. Created monthly informational boards that promote diversity, academics, engagement, and health. Ensured supervisors were informed of activities, issues and concerns in a timely and professional manner. Upheld university policy and consistently followed up with residents. Created and planned residential events and programs while saving 42% of my allotted semester budget and increased student attendance. Key Words: Budget management, Leadership, Customer engagement, Event planning, Marketing



## EDUCATION

BACHELOR OF SCIENCE, HOSPITALITY MANAGEMENT  
University of West Florida | 2014-2019  
GPA 3.51



## SKILLS

Customer Service



SEO and Google Analytics



Salesforce Administrator



Data Analysis



HTML & CSS

