

MARYCARMEN BENZING

CRM Consultant

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PROFILE

CRM Consultant with 1 year of experience in providing effective solutions for streamlining customer relationship management processes. Proficient in various CRM tools and technologies, skilled in analyzing client requirements, and adept at implementing customized strategies to improve client satisfaction and business efficiency. Demonstrates strong communication and problem-solving abilities, ensuring optimal utilization of CRM systems for increased profitability and growth.

LINKS

[linkedin.com/in/marycarmenbenzing](https://www.linkedin.com/in/marycarmenbenzing)

SKILLS

Salesforce

HubSpot

Microsoft Dynamics

Zoho CRM

Pipedrive

SugarCRM

Oracle CX

LANGUAGES

English

Indonesian

HOBBIES

EMPLOYMENT HISTORY

CRM Consultant at Salesforce, MA

May 2023 - Present

- Implemented a comprehensive CRM solution for a major client, resulting in a 25% increase in sales productivity and a 15% reduction in customer support response time.
- Successfully managed the migration of over 10,000 customer records and data sets from legacy systems to Salesforce, ensuring 99.9% data accuracy and reducing data processing time by 30%.
- Led a team of 5 consultants to deliver a customized Salesforce solution for a large financial services firm, streamlining their sales process and increasing their lead-to-customer conversion rate by 20%.

Associate CRM Consultant at HubSpot, MA

Aug 2022 - Mar 2023

- Successfully implemented a CRM system for a client, resulting in a 25% increase in sales leads and a 15% improvement in lead conversion rates within six months.
- Streamlined the onboarding process for new clients, reducing the average time for setup and training by 40%, leading to higher customer satisfaction rates.
- Developed and delivered customized CRM training programs for over 50 clients, resulting in a 30% increase in CRM adoption and a 20% reduction in support tickets.

EDUCATION

Bachelor of Science in Business Administration with a concentration in Customer Relationship Management at Boston College, Chestnut Hill, MA

Sep 2018 - May 2022

Relevant Coursework: Customer Relationship Management, Marketing Strategy, Consumer Behavior, Sales Management, Service Operations, Business Analytics, Market Research, and Communication Strategies.

CERTIFICATES

Salesforce Certified Administrator

Feb 2022

Microsoft Dynamics 365 CRM Functional Consultant Associate

Jun 2020