

**NITHIN P SIMON**  
CRM Administrator and  
Estimation Executive  
[An MBA Professional]  
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### Career Objective

A CRM Administrator with strong desire to establish a career in a dynamic and progressive organization where my skills can contribute to the company's goals and achievements and also aid my own personal and professional growth. Having a high expertise over the various operations of the Oracle Sales-cloud CRM and real-time Customer relationship management, I am looking forward to joining an organization where I can achieve goals of a company that focuses on customer satisfaction and customer experience.

### Career Summary and Profile

An Expert in Oracle Sales-cloud CRM, Salesforce Administration, Enquiry Management and Customer relationship with in-depth experience in integration, implementation and management of sales cycle, enquiries, post-sales and after sales cycle.

### Skills and Expertise

Creation of Functional Dashboards	Sound knowledge of the CRM Application
Handling enormous data of over 200+ Sales Force	Exceptional knowledge of the sales process
Generation of useful reports	Ability to resolve order problems by investigating data and history
Expertise in Oracle Sales Cloud	Enquiry Management
Customer Database Management	Estimation Coordination

### Professional Experience

#### 1) **Mount Zion Institute of Management**

##### **Position: Marketing Executive**

August-2017 to April-2018

Reporting To: Marketing Manager

- i) Meeting all the institution heads who has the potential to cater students to this college and scheduling career guidelines classes.

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- ii) Organizing outreach programs on various colleges as a CSR initiative. iii) Organizing seminars and conferences which benefit the existing students.
  - iv) Handling press conferences and promotions through various mass media.

## 2) **National Fire Fighting Manufacturing FZCO [NAFFCO] – Dubai - UAE**

### **Position: CRM Administrator and Estimation Executive**

May-2018 to November-2019

Reporting To: Business Development Director

- i) Create and maintain Executive, Sales, Enquiries and Marketing Dashboards and Reports.
- ii) Customized CRM Sales-Cloud to meet specific company needs. iii) Created and maintained user accounts in the application. iv) Create and maintain Executive, Sales, Enquiries and Marketing Dashboards and Reports.
- v) Customized CRM Sales-Cloud to meet specific company needs.
- vi) Created and maintained user accounts in the application. vii) Troubleshoot and resolved daily technical issues from sales reps and other users.
- v) Develop customized solutions to automate tasks involving data integration/normalization.
- vi) Grant role-based privileges to relationship team members on salesforce objects such as contacts, opportunities, and cases.

## 3.) **Mount Zion Institute of Management**

### **Position: Marketing Executive**

November 2019-2020

## 4.) Currently working at **Mount Zion Medical College** from **September 2020**

**Position : PRO**

### **Personal Information**



- 1) Education Qualification : a) Master of Commerce (Pursuing )  
b) Master of Business Administration  
[Marketing and Human Resources]  
c) Bachelor of Commerce
- 2) Date of Birth : 19-Nov-1993
- 3) Nationality : Indian

- 4) Languages Known : English, Hindi, Malayalam
- 5) Availability for Recruitment : Immediately
- 6) Other Courses : Lean-Six Sigma

### Strengths and Core Competencies

Flexibility and Adaptability

Interpersonal relationship

Critical thinking

Goal oriented

Strong Work Ethics

Dynamic & Hardworking

Learning agility

Positive attitude

Honesty and Integrity

### Declaration

I hereby declare that the information given in this document is true and correct.

DATE:

NAME: Nithin P Simon