**Christopher Schwantes**

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**WORK EXPERIENCE**

**ToolWatch Corporation Jan 2020 – Current Salesforce Admin - Sales Process Engineer** *Phoenix, AZ*

Championed automation and documentation of finance and internal operations processes.

* Refined automated processes for support cases to escalate to various departments.
* Streamlined training by documenting processes across departments to enhance end user knowledge and ability.
* Partnered with senior executives and cross-functional sales teams to optimize administrative, development, and deployment activities.
* Conducted testing of automated solutions and used change sets to roll out to production.
* Performed daily data cleansing cycles to ensure a smooth-running Salesforce environment.
* Ensured data accuracy by merging account records and contacts.
* Trained end users to perform super user tasks such as develop reports and dashboards.

**Jr. Salesforce Administrator Jan 2017 – Jan 2020**

*Stormwind Studios Scottsdale, AZ*

Supported cross-functional teams for a 200 person Salesforce environment.

* Handled user maintenance and provided technical support to 200 Salesforce users across 4 different departments.
* Created email templates in HTML and inbound emails using Visual Force for users and customers.
* Designed page layouts, components, custom objects, custom tabs in the Sales Console, Service Console and Marketing applications.
* Created 30 reports and report folders to assist managers in justifying corporate efforts. Examples include: summary reports, matrix reports and dashboards.
* Configured user profiles, roles, sharing rules, picklist values, and data imports.
* Imported 200 leads daily for 50 members of business development to convert meetings with sales consultants for product meetings.

**Real Estate Broker Mar 2013 – June 2017**

*Magellan Development Chicago, IL*

Fostered and strengthened client relationships for multiple rental properties.

* Drafted representation contracts, purchase agreements, closing statements, leases, and deeds.
* Developed expertise in negotiating contracts and price on behalf of clients – maximized net returns.
* Performed comparable property analysis to determine competitive market pricing.
* Advised clients on the suitability and value of homes based on current market conditions.
* Closed 5-10 transactions monthly, consistently exceeding quota by 150%.

**EDUCATION**

**Roosevelt University May, 2014**

*Bachelor of Business Administration Chicago, IL*

**SKILLS & CERTIFICATIONS**

**Skills:** Apex | JavaScript | Comp Tia A +

**Certifications:** Sandler Sales Training | Salesforce Admin 202+ (Nov 2020) | Advanced Admin 303+ (Jan 2021) | Introduction to Business Analyst and Needs Assessment | Licensed Illinois Real Estate Broker