



Reynante B. Decano

- **Salesforce Certified Administrator January 27, 2016**
- **Salesforce Certified Advanced Administrator February 9, 2016**
- **Salesforce Certified Platform App Builder June 22, 2016**

Experience

May 31, 2022 - Present

Salesforce CPQ Analyst

MyResMan

- Dedicated Salesforce CPQ Analyst who assists SalesOps team in building quotes, pricing, subscription, amendment and contracting issues.
- Handles CPQ project enhancements and deployments.

June 25, 2018 – May 30, 2022

Salesforce Administrator II

NICE CXone

Picadilly Star Building, 4th avenue cor 27th Street, BGC Taguig

- Helps maintain the SteelBrick(CPQ) Project Queue in Salesforce to help manage projects relating to Product Operations. (SteelBrick), which is our quoting tool for Sales to generate Service Contracts and Addendums.
- Maintains price books in Salesforce to properly reflect the most up-to-date pricing, quoting rules and other processes related to quoting.
- Updates/Creates Product records, Price rules, Product Rules, Quote Templates, Summary Variables, Approval Rules needed for CPQ(Quote to Cash) assisting the Sales Users with any issues generating quote/contract for the Clients.
- Acts as a liaison between Business Planning & Pricing, Product Operations and business stakeholders for product-related projects and processes (such as: Product Launches, Product Escalations, Pricing Analysis).

February 20, 2017 – June 22, 2018

Technical Support Engineer

Nice InContact

Picadilly Star Building, 4th avenue cor 27th Street, BGC Taguig

- Troubleshooting unique customer issues, acting in a consultative fashion to arrive at a mutually beneficial solution for our customers. (IVR SKILL BASED ROUTING)
- Coordinating with internal departments to provide a collaborative solution
- Provides technical configuration and in some cases
- Acts as a technical liaison or subject matter expert in matters of support to cross-functional InContact departments

February 2017 – July 2018

Salesforce Administrator (Independent Contractor)

Upwork – Project Based

- Handling short – term project, tasks as Salesforce administrator such as reports, Salesforce setup/configuration and troubleshooting for Clients in Belgium(AproPLAN), Australia(Resonant Cloud Solutions), Ohio (WorkAssisted)
- <https://www.upwork.com/o/profiles/users/~019523f72c3f767adc/>

Jan 4, 2016 – February 17,2017

Senior Process Executive – SFDC (Salesforce Technical Support)

Cognizant

11F to 15F Hanston Square Building, Ortigas Center, 17 San Miguel Ave, San Antonio, Pasig, 1605 Metro Manila

(02) 976 2270

- Handles multiple cases(5-9) from Salesforce clients providing support regarding configuration,analytics,and reporting.
- Related tasks include: Sharing rules,Role Hierarchy,validation rule,custom fields(formula),workflow/process builder,reports and dashboard.

March 17, 2014 – December 15, 2016

Implementation Specialist

ADP (Philippines), Inc.

6th Flr., Glorietta 2 Corporate Center, Palm Drive, Ayala Center Makati City PH +(632) 558-1167

- Committed to providing accurate, convenient, risk-free payroll, tax processing and integrated business solutions for small businesses across the US.
- Successfully leads client implementations, providing a client experience that exceeds expectations. Works with client in a consultative fashion to configure a system that accommodates their needs.
- Coordinates resources necessary across ADP to facilitate a smooth transition of ownership for each task, milestone and phase of the implementation process.

October 23, 2006 – March 01, 2014

Technical Customer Care Representative (TCCR)

CONVERGYS

24/F, Robinsons Equitable Tower #4 ADB Avenue cor. Poveda Street Ortigas Center, Pasig City

- Provides support (issue on DSL connection and e-mail) on ISP customers through phone with world class customer service
- Internship for 3-months Transition Advocate (handles team of new hires, conducts 1 on 1 coaching, handles reports, root cause and deep dive analysis of individual's/teams daily to weekly performance,
- handled floor walking for real-time support for transition agents)

January 2004 – Oct 2006

Technical Support Specialist

TRIDEL TECHNOLOGIES INC.

7/F Hanston Bldg. Emerald Ave. Ortigas Center, Pasig City

- Answer incoming customer calls and provide assistance for registration, email creation, physical line signal testing, modem/filter set-up, plus email, browser, and modem troubleshooting
- Interpret customer records and repair tickets.

June 2002 – December 2003

Technical Staff

TRIDEL TECHNOLOGIES INC.

7/F Hanston Bldg. Emerald Ave. Ortigas Center, Pasig City

- Responsible Onsite Internet Installation/Mail Configuration and Virus Removal on Desktop and Laptop PCs'.
- Configures Network (Internet, file/printer sharing) & repairs all hardware/software problems on Onsite services and also Network cabling.
- Configures Network (Internet, file/printer sharing) & repairs all hardware/software problems on Onsite services and also Network cabling.

Training/Seminar

Present: WEB DEVELOPMENT (HTML,CSS,JAVASCRIPT,SQL)

October 26 – 28 2004

GUTHRIE JENSEN

Shangrila Hotel Makati

Proactive Customer Training Seminar

Education

June 2011-August 2011

MERALCO FOUNDATION INSTITUTE

Ortigas Avenue, Pasig City

CCNA1 – Network Fundamentals

June 1998 – November 2001

MERALCO FOUNDATION INSTITUTE

Ortigas Avenue, Pasig City

Electronics Technology

PESFA Scholarship Recipient

1994 - 1998

NATIONAL COLLEGE OF BUSINESS AND ARTS

Taytay, Rizal

Secondary Education