Customer Relationship Management Certificate

The Customer Relationship Management (CRM) Certificate provides students with real world experience that will help them succeed in the workplace. Jobs related to a CRM Certificate are continually growing and can open up many opportunities. Students working towards this certification will gain valuable experience with software such as Salesforce and Power BI. Additionally, students completing this certificate will gain knowledge on strategies to manage interactions with both current and potential customers.

Code	Title	Credits
Required Courses		
CIS 341	Customer Relationship Management Software Administration	3
CIS 470	Customer Relationship Management (CRM) and Business Intelligence (BI)	4
CSCI 127	Introduction to Programming in Java	3
SE 331	Customer Relationship Management Software Development	3
SE 381	Project Management	3
SE 385	Database Theory/Design	3
Total Credits		**19**