Gopi S

Phone: 7416541186   **Email:** dgopi159@gmail.com

Career Objective:

To get placed in an exemplary organization, where there is an opportunity to share, update and contribute my skills for the organization Growth and self-development.

SKILLS:

- **Salesforce.com Administration, Apex Data Loader, OWD, Roles, Profiles, LWC.**
- **Reports & Dashboards, Requirement Gathering, Custom Objects, Workflow, SDLC.**
- **Apex Trigger, Apex Class, Pivot Tables, VLOOKUP, Business Analyst, Data Import.**
- **SF Lightning, CPQ, Database, SF CRM, Business Process, SQL, Permission Sets.**

Experience 5.8 Years:

Sobha Ltd, Bangalore – Assistant Manager (Salesforce Dept.)

Feb 2022 – Present

- Proficiency in all administrative functions including user management (**e.g., new user setup/deactivation, user authentication, owd, roles, profiles, validation rules, workflow, permissions, public groups, resetting passwords)**
- Data maintaining in SFDC by Insert, Delete, Update with help of Data loader.
- Good Experience in Requirement gathering and defining the scope of the requirement.
- Experience in documenting user stories and creating to-be process flow diagrams.
- Working knowledge on **Sales Cloud, Service Cloud** and basic knowledge on **CPQ**.

- Creating Reports & Dashboards based on user requirement & providing access to users.
- Good experience in Salesforce CRM and both Classic & Salesforce Lightning.
- Collaboratively working with with clients, QA team, business team, IT, Sales & Marketing, Vendors, stakeholders and project managers to understand business requirements.
- Based on user tickets working and closing also managing and monitoring day to day activities.
- Using Case Management and creating cases based on Query or Complaint.
- Good Knowledge in Importing/Exporting sales department leads on SFDC.
- Using Data Loader for allocating leads based on Opportunity ID & STM and Rate Lists.
- Gathering, cleaning, and sorting data from website analysis and researching competition.

- Worked in both large and small team environments.
- Ability to learn quickly in both business domain and technology domain.
- Using Pivot tables and VLOOKUP formulas in Excel.

- Good Knowledge in Microsoft Office, including Outlook Word, Excel, PPT and PowerPoint.

- Good knowledge in all phases of SDLC including requirements.

Shriram Properties, Bangalore – Assistant Manager (SFDC)

Feb 2021 - Jan 2022

- Data Migration activates using Data Loader, Workbench & Data Import Wizard.
- Creating SF User Creation, Presales user creation and deactivation.
- Extensive experience in Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Field updates and Approval Processes for automated alerts.
- Creating custom objects, custom fields and custom tabs in salesforce lightning.
- Customizing and implementing profiles, Roles, Security settings.
- Worked with clients, end users & stakeholders to understand the business requirements.
- Good understanding of Validation Rules, Tasks, Workflow rules and Triggers.
- Managing and communicating the status of deliverables, issues & risks across multiple streams.
- Good Knowledge in importing sales department leads on SFDC contacts and other data.
- Creating and maintaining sales records including spreadsheets, sales orders and databases.
- Using Sales Cloud, Service Cloud, Force.com and Salesforce.com.
- Maintaining accurate dashboards and reports also providing daily and weekly status reports.
- Supporting business extensively by performing CRM related activities on daily basis.

Paramantra (Aldius Consulting), Bangalore - Market Research Analyst (SFDC)

Sep 2019- December 2020

- Maintaining Database with updated contact information and handling CRM activities.
- Using CRM tools like Salesforce & HubSpot CRM.
- Maintaining data cleanliness and accuracy by adding custom validation rules, custom formulas.
- User Management activities and Using Data Loader for Lead Allocation.
- Customized user Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.
- Gathering, cleaning, and sorting data from website analysis and researching competition.
- Creating Reports & Dashboards based on user requirement.
- Creating and maintaining sales records including spreadsheets, sales orders and databases.
- Maintaining the Salesforce databases, data cleansing and de-duplication.
- Leads distribution to Sales team and Collaboratively working with Marketing & Sales team.

Demand NXT, Bangalore - Data Research Analyst

Feb 2019 - July 2019

- B2B Database building based on Domain, Title, Geography & Industry.
- Generating samples as per the client requirement and projects.
- Maintaining Database in Excel Spreadsheet.
- Market Research including Primary & Secondary Research

Future Corp Consulting, Bangalore - Sr. Market Research Analyst

June 2017 - Aug 2018

- Collecting data from social media websites LinkedIn, Zoom info& Hoovers.
- Data Extraction, Data Cleansing, Data Formatting and Data Appending.
- Target Audience: CEO, CFO, COO, CMO, QRC, Auditing, Validation, R & D.
- Generating the leads depends upon the product.

Proficio Business Solutions, Bangalore - Sr. Data Analyst

Jan 2016 - Feb 2017

- Generating the day-to-day reports of the leads and sending for Email Campaigns.
- Good knowledge in Data Creation, Finding person name & Company name.
- Validating the collected data & Checking quality control.

Targeting Industries: Life Science and Non-Life Science, Healthcare, Real Estate & IT, ITES.

Education:

Sri Venkateshwara University, AP Tirupati - B.SC(MSCS) 69%

Personal Details:

Name	: S Gopi
Father's Name	: Sundaresan
Date of Birth	: 10-08-1992
Languages	: English,Kannada,Telugu &Tamil
Permanent address	: Diguvamasa Palle (V&P) Chittoor AP.
Current address	: Bangalore (Marathali kalamandir Vishnu Gents PG)

Declaration:

I hereby declare that all the information mentioned above regarding my academic and personal profile is true to the best of my knowledge.

Yours Sincerely
S Gopi

Date:
Place: Bangalore

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