

AKASH JADHAV

Salesforce Admin and Business Analyst

CONTACT

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Address Pune, Maharashtra

EXPERTISE

- Salesforce CRM Admin
- Designing the solution
- User management
- Data Analysis
- Processes modeling
- Reports and Dashboards
- Requirement Gathering
- Business analytics
- Communication
- Salesforce.com
- Salesforce
- Business Analyst
- Advance Excel
- Digital Marketing
- Security Management
- Problem Solving

LANGUAGE

English
Marathi
Kannada
Hindi

ABOUT ME

Solutions-driven and experienced Salesforce admin with sales cloud business analyst with 5+ years of experience boosting company profitability by 60% for Manufacturing sales & CRM management. Seeking opportunities to use analytical skills and strong people management skills to create cost-effective solutions and improve efficiency at Sales Cloud and Marketing Cloud based project.

EDUCATION

- **Bachelor of Computer application (BCA)**

Gogte college of technology, Rani Channamma University
Belgaum, Karnataka.

EXPERIENCE

- **Sany Heavy Industry Pvt Ltd**
Sept 2017- November 2022

Salesforce CRM Business analyst and Admin

Experienced in Salesforce administrator and business analyst on customization and managing the creation, deletion of User and profiles and licenses, and Permissions management.

As per the business process, sales process managing the sales cloud, and service cloud. And updating the product listings as per the company standards.

Performing the system audits to ensure the CRM business flows working as per business requirements.

Data Management: Creates reports and dashboards to support various internal teams, sales reps.

Preparing the business documents in discussion with business process departments. And provide solutions.

Digital Marketing expertise and social media lead campaigns expert, and monitoring the digital sales, leads ROI reports.

PROJECT DETAILS

Project name: Sany SalesAssist CRM

Domain Type: Manufacturing

Client : Sany Heavy Industry, Child company - Putzmeister

Work Description Description: Sany offers a complete range of all Heavy equipments machineries world wide, which includes Cranes, Excavators, Port Machines, Mining machines, and Wind turbines. Our products are fully integrated in CRM, leads mainly generated through our main home websites and social Media campaigns and other third party trading websites.

Roles and Responsibilities

- Review technical design documents, understand the system and create business documents in google docs.
- Core responsibilities which include supporting users, managing data, maintaining security standards, and delivering actionable analytics.
- Contribute towards improving our testing infrastructure to ensure its reliability and scalability Implementing it as per the structure of the project creating, enhancing.
- Solving business problems by customizing the Salesforce Platform. To deliver solutions to business value by building logic, configure, and automate technology.
- Gathering and analyzing business requirements and converting them into effective Salesforce solutions that will help boost revenue generation.
- Understand the users job role and assisting them to get the access needed in CRM to utilize the application, and create process builders, approval process and workflow rules.
- Regularly conducting meetings with sales teams and inside sales reps to understand the blockages or difficulties if any. And conducting trainings on utilization of salesforce features developed for betterment of sales business process.
- Meetings with regional sales heads for detail understanding of reports and dashboard formats required for there sales report presentations.
- Planning and oversee project to be completed on time and within budget. And for any extra functionality required than need to document it and take approvals for the budget allocations.
- Enhance automated business process by creating and maintaining the process automation by manual testing in UAT with QA's.
- Well experienced in Agile methodologies project management and working with collaborating with Developers and QA.
- Change Management- managing the changes in business process technology and people with in Organization
- Checking on the core functional requirements meeting the desired output of the business process.
- Product Management - managing end to end implementation of salesforce, including the overall strategy and day to day activities involved in administering CRM application.
- Managing product listings and sub products listings with all working as per the business website updated product lists.
- Data management - providing the reports regularly on every Friday's to help users and executives gain insights and make decisions from Salesforce data.