

S Gopi

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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 CRM, User Setup, Roles, Profiles, Sales Cloud & Service Cloud.**
- **Reports & Dashboards, Apex, Sharing Rule, Custom Objects, Workflow, OWD.**
- **Data Import, Apex Data Loader, Triggers, Permission Sets & Validation Rule.**
- **Mailchimp, Pivot Tables, VLOOKUP, Salesforce Lightning & Classic & LinkedIn.**

Experience 6 Years:

Sobha Ltd, Bangalore – Assistant Manager (Salesforce Administrator)

Feb 2022 – Present

- Proficiency in administration tasks like user and license management and expertise (new user setup/deactivation, roles, profiles, permission sets and sharing rules)
- Based on user tickets working and closing.
- Worked on creating new or updating fields, custom objects, page layouts, validation rules, workflow rules, process builder, owd and flows.
- Salesforce support to Sales, Marketing, CRM, Pre-Sales and Product team with a total of 500 users across pan India.
- Worked in data migration using Apex Data Loader and Data Import Wizard.
- Maintaining data management, including data migration, data quality and data backup.
- Providing training and support for Salesforce users.
- Worked on creating Public Groups and Queues as per the requirements.
- Good Knowledge on CPQ and Salesforce product landscape.
- Experience in configuration and customization in Salesforce.com and CI/CD process.
- Maintaining the Sales Cloud & Service Cloud as well as building reports and dashboards.
- Good Knowledge in Importing and Exporting sales department leads on SFDC.
- Collaboratively working with clients, QA team, business team, IT, Sales & Marketing, Vendors, stakeholders and project managers to understand business requirements.
- Advanced Administration including Triggers, Workflow and Validation Rules.
- Good team player, quick learner with good communication skills and trouble – shooting capabilities, Enthusiastic in learning and upgrading technical skills.
- Using Pivot tables and VLOOKUP formulas in Excel.
- Good Knowledge in Microsoft Office, including Outlook Word, Excel, PPT and PowerPoint.

Shriram Properties, Bangalore – Assistant Manager (SFDC Admin)

Feb 2021 - Jan 2022

- Handling day to day activities includes User management and data management using Data Loader.
- Salesforce support to Sales, CRM, Pre-Sales and Product team with a total of 400 users.
- Created new User Accounts and assigned Profiles as per their Role in Role Hierarchy. Defined Org wide default to restrict access from users.
- Good experience in Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts.
- proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
- Worked with clients, end users & stakeholders to understand the business requirements.
- Good Knowledge in importing sales department leads on SFDC contacts and other data.
- Able to perform all tasks related to day-to-day operations including managing users.
- Creating and maintaining sales records including spreadsheets, sales orders and databases.
- Using Data Loader for allocating leads based on Opportunity ID & STM and Rate Lists.

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

Sep 2019- December 2020

- Maintaining Database with updated contact information and handling CRM activities.
- Proficiency in administration tasks like user and license management and expertise (new user setup/deactivation, roles, profiles, permission sets and sharing rules)
- Using CRM tools like Salesforce CRM, HubSpot CRM, Mailchimp.
- User Management activities and Using Data Loader for Lead Allocation.
- Data uploading for Email Campaigns, FB Campaigns & SMS Campaigns.
- Worked on level of visibility access to the users using salesforce security model.
- 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.
- 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.
- Good knowledge in industry domain like IT, Life Sciences, Healthcare, BFSI, Retail.
- Market Research including Primary & Secondary Research, Data Mining & Industry Research.
- Requirements gathering and analyzing based on project.

Future Corp Consulting, Bangalore - Sr. Market Research Analyst

June 2017 - Aug 2018

- Collecting data from social media websites like LinkedIn, ZoomInfo, Hoovers, Data.com and OneSource.
- Target Audiences: QRC, IT Dept, Medical & Clinical Dept, Manuf. Project and Process Dept.
- Worked on Life Sciences and Healthcare domains.
- Generating the leads depends upon the product and database maintaining.

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.
- Worked on Life Sciences, Healthcare, Real Estate, IT and BFSI domains.
- Good knowledge in Data Creation, Finding person name & Company name.

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	: Diguvasa 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