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Summary

Experienced Salesforce Administrator with a demonstrated history of working in the information technology and services industry. Over 6 years of total experience , with 3.5 years in Customer Success Management and with 2.5 years in Salesforce Administration and sales cycle. An Analytical and innovative professional with deep technical knowledge dedicated to leading teams in meeting and exceeding operational targets.

Experience



Salesforce Administrator

Opaldoor Softwares Private Limited

Dec 2018 - Apr 2021 (2 years 5 months)

- Managing Salesforce roles, profiles, sharing rules, workflows, and groups.
- Importing sales department leads, contacts, and other data.
- Maintaining the Sales Cloud, as well as building custom reports and dashboards.
- Performing database maintenance tasks, including diagnostic tests and duplicate entry cleansing.
- Providing training and support.
- Documenting processes, including error reports and changes to field history tables.
- Preparing reports for Sales and other departments.
- Workbench, Data Loader
- Workflows, Approval Process, Process Builder



Customer Service Representative

Opaldoor Softwares Private Limited

Mar 2015 - Nov 2018 (3 years 9 months)

- Investigate and determine clients wants and needs.
- Plan and implement digital strategies for clients.
- To provide a road map that orchestrates all relevant digital channels.
- Identify opportunities for clients to use digital technology to enhance their overall marketing mix.
- Build long-term relationships with clients.
- Prepare regular reports of progress and pipeline management

Education



Amity University

Bachelor's degree, Engineering

2010 - 2014

Licenses & Certifications



German as Foreign Language - Amity University



Data Science With R - Simplilearn

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Skills

Salesforce.com Administration • Client Relations • Customer Service • Agile Methodologies • Data Management • Report Design • Pipeline Management • Communication • CRM Program Management