S Gopi

Phone: 8660939478   **Email:** gopirebal65@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.

Technical Skills:

- ❖ **Platform:** Force.com
- ❖ **Operating System:** Windows10
- ❖ **Tools:** Apex Data Loader, Data Import Wizard & Workbench**.**
- ❖ **Languages:** SOQL, SOSL, Basics in Apex, Visualforce.
- ❖ **Technology:** Salesforce CRM (SFDC Classic & Lightning), HubSpot
- ❖ **Marketing Automation Tools:** Mailchimp & Marketo
- ❖ **MS Office Tools:** Word, Excel, Outlook, PowerPoint, Pivot Tables, VLOOKUP

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)

- Worked on Projects like Team Allocation, Timesheets, Accounting seed, Resource Requisition, Performance Management System, Ticket Management.

- Extensive business knowledge and customization experience on integrating Sales cloud with Google Ads, LinkedIn, and Word press in order to generate leads.

- 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 on 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 through email & phone.

- Good experience in Troubleshooting and Resolving Technical issues.

- Collaboratively working with clients, business team, IT, Sales & Marketing, Vendors, stakeholders to understand business requirements.

- 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.
- 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

- Daily administration and support of salesforce including user setup, design and configuration of Custom Objects, Profiles and Roles, Workflow, Process Builder, Custom Fields, Validation Rules, OWD and Page Layouts.

- Salesforce support to Sales & Marketing, CRM, Pre-Sales team with a total of 400 users.

- Bulk upload and bulk update of data using different data tools such as Apex Data Loader, Import Wizard, Workbench, SFDC Data Export, Mass Delete etc.

- Maintaining data management, including data migration, data quality and data backup.

- Using automation tools like Workflow Rules, Process Builder and Flow.

- Creating Reports and Dashboards based on user requirement.

- Created new User Accounts and assigned Profiles as per their Role in Role Hierarchy. Defined Org wide default to restrict access from users.
- Worked with clients, end users and stakeholders to understand the business requirements.
- 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 Data Loader for allocating leads based on Opportunity ID & STM and Rate Lists.

Paramantra, Bangalore - Market Research Analyst-SFDC

Sep 2019- Dec 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 and Marketing Automation tools like 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.
- 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.

Education:

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

Strengths:

- ❖ Team Player, Responsible, Prioritizing tasks, Quick Learner & Positive Attitude.

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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