S Gopi

Phone: 8660939478   **Email:** gopideepa035@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:

- ❖ **Technology:** Salesforce CRM (SFDC Classic & Lightning), HubSpot
- ❖ **Platform:** Force.com
- ❖ **Operating System:** Windows10
- ❖ **User Ticketing Tool:** Mpower tool through IT Help Desk.
- ❖ **Data Tools:** Apex Data Loader, Data Import Wizard & Workbench**.**
- ❖ **Languages:** SOQL, SOSL, Basics in Apex, Visualforce.
- ❖ **SFDC:** Sales Cloud, Service Cloud and Marketing Cloud
- ❖ **MS Office Tools:** Word, Excel, Outlook, PowerPoint, Pivot Tables, VLOOKUP

Sobha Ltd, Bangalore – Assistant Manager-Salesforce Administrator

Feb 2022 – Present

Administrative Functions:

- Proficiency in administration tasks like user and license management and expertise (new user setup/deactivation, Roles, Profiles, Permission sets and Sharing rules)

- Maintaining the Sales Cloud & Service Cloud also creating custom objects, fields, formulas, validation rules and workflows.

- Good experience in Configuration & Customization in Salesforce.com & CI/CD Process.
- Based on user tickets (Mpower Tool) working and closing.

- Salesforce support to Sales & Marketing team, CRM, Pre-Sales and Product team with a total of 500 users across pan India.

Data Management:

- Worked on data tools like Apex Data Loader and Data Import Wizard.
- Maintaining data management including data migration, data quality, data cleaning, data backup and deduplication tasks.
- Creating Reports and Dashboards based on user requirement.

Technical Support and Troubleshooting:

- Providing day-to-day end-user support, including troubleshooting issues related to Salesforce.
- Coordinating with Salesforce support for issues requiring advanced solutions.

Training and Documentation:

- Providing training and support for Salesforce users through email & phone.
- Developing and maintaining Salesforce training materials and user documentation.

Configuration and Updates:

- Continuously assess and implement updated Salesforce features and complementary tools to meet evolving business needs.

Process Management:

- Collaboratively working with the sales and customer service teams to establish and document Salesforce best practices, policies, and procedures.

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 and 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.

- Good experience in Troubleshooting and Resolving Technical issues.

- 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.
- 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- 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 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.
- 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

- Using CRM tools like Salesforce CRM.

- Collecting weekly, monthly & quarterly reports on SFDC based on requirement.

- Maintaining salesforce databases project wise and city wise for all the territories.

- Good experience in importing & exporting sales departments leads on SFDC.

- Building campaign lists in Salesforce based on criteria.

- Checking quality assurance and validation for SFMC marketing data.

- Creating campaign reports in Salesforce for both marketing and sales stakeholders.

Future Corp Consulting, Bangalore - Sr. Market Research Analyst

June 2017 – Aug 2018

- Maintaining Database with updated contact information and handling CRM activities.

- Good understanding of Salesforce CRM including metadata management, data quality and integrity, reports and dashboards.

- Creating and maintaining sales records including spreadsheets, sales orders and databases.

- Good experience in importing & exporting sales departments leads on SFDC.

- Using VLOOKUP Pivot Tables in Excel.

- Collaboratively working with Sales & Marketing team and Sales leadership team.

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