SNEHA GOPALAKRISHNAN

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TECHNICAL SUMMARY:

A highly technical, 2x certified Salesforce Administrator with 5 years' experience configuring Salesforce.
Sales Cloud and Service Cloud. Proven ability to analyze, design and optimize business processes with
hands-on experience implementing change, increasing user adoption, and driving best practice.

CERTIFICATIONS

Salesforce.com Certified Administrator.
Salesforce.com Certified CPQ Specialist

PROFESSIONAL SUMMARY

- Functional expertise on the Force.com platform. I have worked closely with management, key business, and Developers to create and manage functional requirements, analyze & evaluate current system & structure, automate business processes, deliver projects timely.

- Worked as a functional salesforce CPQ Lead. Gather Requirements for complex Quoting new sales, amendments and renewal transactions, advance approval configuration, product bundling, configuration (Version and Platform upgrades), price rules, order management, service contracts, asset, and entitlements.

- Strong Knowledge in Salesforce Configuration, Workflow Approvals, Data Validation, Customer Service and Support Administration.

- Hands on experience in creating Custom Objects, Custom Fields, Page Layouts, Custom Tabs, Reports, and various other components as per the requirements.

- Experienced in Creating Roles, Profiles, Email Services and Page Layouts.

- Worked extensively on various Salesforce standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.

WORK EXPERIENCE

Organization: Microfocus - (Dec 2019- Present)

Designation   : Sr. Salesforce Administrator

Role and Responsibilities:

- Sr. Salesforce administrator and CPQ specialist.
- Performed testing and customization of objects, fields, record types, page layouts, flows, workflows and validation rule.
- Utilized SMAX/ALM, to track assigned tickets and triage the bugs for monthly product releases.
- Provided production support for sales rep team. Performing ongoing sandbox refresh after monthly releases.
- Provided day-to-day end user support and assisted user with best practices to improve and increase Salesforce knowledge.
- Worked with advanced approval rules and approval conditions to match the business requirements.
- Worked with native Salesforce quote to cash functionality such as opportunities, product configuration, product rules, price rules, quotes, orders, and service contracts.

- Worked with developers, project managers and others to help ensure high quality and timely delivery on bug and enhancement request.

Organization: Hewlett-Packard Enterprise - (Feb 2015- Nov 2016)

Designation   :   Salesforce Administrator

Role and Responsibilities:

Led team of 30+ as SME supporting all Salesforce related requests and configuration changes for an

org more than 3000 plus users in sales and service could with FinancialForce PSA globally.

- Performed as an escalation point for all production issues handling issues raised by Business users.
- Manage the change management and control process, working with Bulk data update with Import

Wizard and Data Loader.

- Create and maintain fields, views, reports, dashboards, campaigns and other salesforce.com objects

and functions.

Organization: DELL INTERNATIONAL SERVICES - (Apr 2012- Jan 2015)

Profile   :   Quality Analyst
Designation   :   HC & Insurance Ops Associate

Role and Responsibilities:

Worked as Senior Process Associate as well as Quality Analyst helping various health care clients with their provider data

management maintaining the database effectively. a quality controller checking the transactions of peers to report the

errors identified.

ACCOMPLISHMENTS:

- Implemented various process improvements to reduce error and improve the process.
- Standardized and simplified the customer reports, with all customer requirements, which was appreciated by customers.
- Received rewards and appreciation from business heads for contributing for the transition, simplification and standardization of the company infrastructure, supporting our transformation.
- Created functional dashboards/reports proactively for running the business through the year.
- Received Spot awards and appreciations from the client end.

Trailhead Achievements
- Rank: Ranger Badges – 106
- Points: 51150
- Trails Completed: 8
- Profile URL: https://trailblazer.me/id/sgopalakrishnan3

EDUCATION:

- **B.SC** – (75%) COMPUTER SCIENCE – VALLIAMMAL COLLEGE FOR WOMEN, CHENNAI.
- **H.SC** – (75%) BETHEL.MATRICULATION. HIGHER SECONDARY SCHOOL, CHENNAI.
- **SSLC** – (72%) BETHEL.MATRICULATION. HIGHER SECONDARY SCHOOL, CHENNAI.

Technical SKILLS:
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      Salesforce Sales Cloud, Salesforce CPQ, Reports and Dashboards, Data loader, workbench