

ANDREW DIBACCO

36111 Ridge Road, Willoughby, OH 44094 · (440) 503-6879
adibacco10@mail.bw.edu · [linkedin.com/in/andrew-dibacco-a4b49275](https://www.linkedin.com/in/andrew-dibacco-a4b49275)

CERTIFIED SALESFORCE.COM ADMINISTRATOR

EXPERIENCE

2016 - PRESENT

SALES ANALYST, ABILITY NETWORK

- Developed and implemented an integrated sales approval process inside of Salesforce, eliminating the need for an internal coversheet and reducing the time the sales team must spend on administrative tasks.
- Partnered with IT in upgrading Salesforce CPQ to the most recent version.
- Redesigned and streamlined the sales bundles in CPQ which will ultimately result in a 90% reduction of bundle product SKUs.

2014 - 2016

BUSINESS OPERATIONS ANALYST, E-HEALTH DATA SOLUTIONS

- Served as the company's Salesforce Administrator
- Built the eHDS customer database in Salesforce from the ground up, contributing to a significant increase in customer retention.
- Implemented a guided sales process in Salesforce, which helped close over 1 million dollar of new business in 2015, the best sales year in eHDS history.

EDUCATION

MAY 2014

BACHELOR OF SCIENCE, BALDWIN WALLACE UNIVERSITY

- Dual Major: Mathematical Economics and Creative Writing
- Minor: Statistics
- Honor: Kappa Mu Epsilon Mathematics Honor Society, Omicron Delta Epsilon International Economics Society, Sigma Tau Delta English Honors Society
- Cumulative GPA: 3.7

SKILLS

- Experience using native Salesforce functionality including: Workflow, Sharing Rules, Data Loader, etc.
- Designed an implementation template within Salesforce which utilized custom Visualforce pages and Apex triggers
- Actively involved in the planning and deployment of a large scale Salesforce project aimed to improve the efficiency and ease of use across several departments in the company.
- Proficient in Excel

CERTIFICATIONS

- Salesforce Certified Administrator since Nov. 2015
- Salesforce Certified Advanced Administrator since Oct. 2018
- Completed training in Salesforce CPQ