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| 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

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| 2016 – PresentSAles 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 – 2016Business 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. |
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# Education

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| May 2014Bachelor of Science, Baldwin Wallace univerity  * 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

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| * 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