

# Preetha C

## MIS Analyst & Salesforce Admin

### Contact:

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### Key Highlights:

- Automated daily loading activities from external system to Salesforce platform, which helped salesperson to view real time business & increase in sales numbers to a 90%.
- Digitalized annual planning process for various MIS reports.
- Provided required analytical support to the top management that is necessary for decision making

### Awards:

- Annual Achievement Award 20-21 For MIS support
- Peer Award 20-21 For on-time MIS data with accurate.
- Annual Achievement Award 19-20 For MIS support
- Merit Award 13-14 For contributing company growth

### Skills:

- Analytics
- Eye for Details
- Problem Solving
- Advanced Excel
- Python
- SQL
- HTML
- CSS
- C
- C++
- SQL

## PROFILE

Eight years of experience in MIS Analyst, Salesforce function, Data analysis & supporting business solution software & aid in implementation of various IT tools for better control. Aiming to utilize my strong prioritization skills and analytical ability to achieve goals of your company.

## WORK EXPERIENCE

### MIS Analyst & Salesforce Admin

Carl Zeiss India (B'lore) Pvt Ltd

Oct'15 – Apr'22

### MIS

- Responsible for preparation of various Sales & Marketing related MIS like: Business Sale summary, Monthly Analysis, Customer wise monthly detailed Sale Analysis wise & assist business team in making decision to improve profits.
- Proactively interacting with multiple internal/external stakeholders for preparation of MIS reports.
- Analyse Business issues and resolve various data challenges
- Prepare adhoc reports based on the requirements from the stakeholders
- Ensured on-time and accurate delivery of reports, analysis and service request.
- Sharing data for sales team Incentive calculation.
- Identifying and taking up automation and digitisation initiatives for enhancing the productivity of the Department.

### Salesforce

- Responsible for configuration, design functionality, and end-user support of the Salesforce.com platform.
- Maintaining user roles and profiles, security settings, access settings, etc. (User Profiles, Role Hierarchy, Sharing Rules and Security).
- Analyse unused fields, objects, and reports and recommend items to remove.
- Manages all administrative functions, such as maintenance of user accounts, records, dashboards, backups, and other tasks as needed
- Configure and maintain custom objects, record types, fields, page layouts, approval processes, installed packages, etc. within Salesforce.com.
- Loading, extracting, and validating data from external system to Salesforce using Data Loader.
- Manage data imports, database de-duping and clean-up.
- Ensured revenue in Salesforce tallies with the billing software.
- Manage the integration of applications connected to Salesforce.com.
- Initiated digitalization of all commercial process (To be built into Salesforce).

### Finance Support

- Monthly closing of revenue & related provisions in books of accounts.
- Ensured revenue in SAP tallies with the billing software.
- Calculating credit/debit notes as per the business plan agreed with customers & issuing them in SAP.
- Uploading invoices & Credit notes into SAP system.
- Monitoring of deduction and payment of TDS.
- Coordinating in internal audits.
- PR requisition in PURE tool for creating PO.
- Documentation of MOU.

## Education:

BCA 2009-2011

BET College of Management & Science

PUC (Commerce) 2008

BET College of Management & Science

## Certification:

Data Scientist (Masters),  
Feb 2023  
Simplilearn

Salesforce Administrator & App Builder  
Certified, 2022  
Simplilearn

Tally ERP 9 2013  
NICT Computer Education Pvt Ltd

## Languages:

English  
Kannada  
Tamil  
Telugu

## Junior MIS Analyst

Oracle

Jun'13 - Oct'15

- Worked for End-to-end billing process for company transportation.
- Coordinate with Finance team to process all the invoices payment within the time limit.
- Maintaining the accounting controls as per the SOPs set by organization.
- Worked closely with IT team in automating daily activities through Digital system.
- Reconciling vendor/customer statements and correct discrepancies.
- Managing additional responsibilities including troubleshooting, file backups, regular updating, and retrieve of data, as and when required.

## MD Secretary

Network Detective Agency Pvt Ltd.

Aug'12 - Jun'13

- Managing daily calendar & setting up reminders for meetings, events
- Planning & booking flights/trains for the Directors and also for the team members if required.
- Maintained Petty cash for the office assets.
- Coordinating with the team members for getting Important Data & reports of the on- going projects & submitting the same to the Director.
- Monitoring & record keeping of any important payments
- Reservation of Conference Room for any meetings to be scheduled
- Maintaining file records of Director personal documents such as ID proof, Education documents & other important documents
- Keeping file records of important payments done.
- Maintaining important documents & Agreements.