Chavi Goel

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Senior Salesforce Administrator

Data-driven and customer-focused Salesforce Business Analyst/ Administrator passionate about delivering best with 6+ years of experience managing and implementing salesforce in a variety of business functions. Experience in gathering global business requirements and document them as User Stories. Significant experience with Salesforce.com including Community Cloud, Service Cloud, Sales Cloud, Pardot and Force.com Technologies. Excellent communication skills as well as abilities to train customers.

Salesforce.com Certified Advanced Administrator (ADM 301) | Salesforce.com Certified Administrator (ADM 201) | Salesforce.com Certified Platform App Builder (DEV 401)

Professional Experience

BlueVine Capital Inc., Redwood City, CA
Senior Salesforce Admin   2020 – Present
- Worked on integrating applications such as Pardot, HubSpot, Distribution Engine, Outreach.io, Spinify
- Restructured Salesforce Org to map Business process
- Configured Sales cloud including users, roles, security, profiles, workflow rules, custom objects, etc.
- Trained 30-35 internal and external users on system functionality monthly
- Performed data quality using validation rules, clean data practices and duplicate management tools
- Designed and Configured 10 - 15 dashboards monthly for data analytics
- Managed the creation of change management and communicated all system updates to end users

Verathon Inc, Bothell, Washington   2018 - 2020
Salesforce Admin
- Developed user stories and designed technical document to support global business processes with 2000+ Salesforce users
- Interacted directly with stakeholders, SMEs and end-users to gather and translate requirements into detailed project development strategies for effective deployments
- Experienced troubleshooting of Salesforce issues
- Designed, developed and maintained complex workflows rules, validation rules, formulas, custom workflow, process builder, page layouts, custom fields/objects, and other Salesforce.com customizations
- Worked in SOQL and Visualforce/APEX
- Managed user access and permissions through User Setup, Roles and Role Hierarchy, Profiles

Workdom, San Jose, California   2018 - 2020
Salesforce Consultant
- Configured custom Lightning templates, security models and user experience for community cloud
- Migrated Salesforce users to Lightning from SF Classic
- Designed, developed and maintained complex workflows rules, validation rules, formulas, custom workflow, process builder, page layouts, custom fields/objects, and other Salesforce.com customizations

ACCENTURE, Pune, India   2014 – 2017
Salesforce Consultant
- Coordinating with cross functional client teams to manage requirements
- Created complex workflow, process builder and approval process solutions
- Managed activities related to data loader, uploading data in CSV files into SalesForce.com
- Utilized SFDC best practices, guidelines to improve system productivity, scaling and monitoring

Education

AMITY UNIVERSITY, GAUTAM BUDH NAGAR -**Bachelors of Technology (BTech)**   2010-2014