Ashay Taksande

LinkedIn/ashaytaksande
email: ashay@ashaytaksande.com | website: www.ashaytaksande.com

SKILLS

- **Business Analysis & Process Improvement:** Requirements Gathering, Business Process Analysis & Optimization, Stakeholder Collaboration, Solution Design, Data Analysis, Process Automation, Problem-Solving, Data Quality Management.

- **Salesforce Platform Expertise: Salesforce Platform Expertise:** Salesforce Administration, Configuration & Security, Security Model (OWD, Role Hierarchy, Sharing Rules), Permission Sets & Groups, Creating Custom & Standard Objects & applications, Flow Design & Implementation, Process Builder, Workflow Rules, Data Loader, SOQL, DML Operations, Validation Rules, Reports & Dashboards, Case Management, Approval Processes, Lead Conversion, Sales Cloud, Sandbox Management & Strategy, Deployment using Change Sets and Gear Set.

- **Data Management & Reporting:** Custom Report & Dashboard Development, Dynamic Dashboards, Custom Report Types (CRT), Bucket Fields, Data Migration & Cleansing (Data Loader, Import Wizard), Data Validation, Duplicate & Matching Rules, SOQL Queries.

- **Programming, Development & Data Tools:** HTML, CSS, MS Excel, MS Word, MS Power Point, GIT, Docker, AWS, Jenkins, Ansible.

PROFESSIONAL EXPERIENCE

WEB Minds IT Solution   **January 2022 – Present**
Salesforce Administrator   Pune, Maharashtra

- **Enhanced Reporting Capabilities:** Eliminated over 4 hours per week of manual report compilation by building dynamic, real-time dashboards with custom filters and formula fields (like "Stagnant Deals"), reducing manual effort by 30% and empowering managers with self-service data access.

- **Automated Sales Processes:** Developed Flows to automate Opportunity stage updates and field entries (e.g., "Last Contact Date"), cutting over 20 hours of manual work per month and improving data consistency, which reduced related errors by 25%.

- **Improved Data Integrity:** Increased Case data accuracy from 85% to 98% by implementing validation rules for required fields and establishing a quarterly data cleanup routine.

- **Streamlined User Experience:** Redesigned Lead and Contact page layouts, hiding irrelevant fields and using dynamic picklists, which decreased new hire onboarding time by 40% and contributed to a 15% increase in lead conversion rates.

- **Strengthened Security:** Reduced unauthorized/accidental access incidents by 100% through the implementation of granular Permission Sets (replacing broad profiles) and specific Sharing Rules for sensitive data access control. Consolidated around 13 profiles to 4 profiles and adding necessary permissions via permission set. Conducted a comprehensive security model overhaul, refining the Role Hierarchy and OWD settings.

- **Accelerated Case Resolution:** Cut the average case resolution time in half (from 48 to 24 hours) by configuring Case Escalation Rules and Auto-Response emails for better tracking and timely customer communication.

- **Optimized Approval Workflows:** Shortened deal approval cycles by 50% by implementing a formal Approval Process with SLA notifications and clear history tracking, preventing delays caused by missed email requests.

- **Managed Data Migration:** Led the migration of 50,000 customer records from a legacy system using Data Loader, employing deduplication strategies and validation checks to achieve 99.5% data accuracy upon completion.

- **Enhanced Data Quality:** Implemented a robust data governance framework by configuring Matching Rules and Duplicate Rules for Lead and Account objects. This proactive system prevented the creation of over 2,000 duplicate records within the first quarter, increasing data cleanliness by 20%.
- **Optimized Development Environments:** Established and enforced a sandbox management strategy, leveraging different sandbox types for development, quality assurance, and User Acceptance Testing (UAT). This structured approach improved testing fidelity and prevented critical bugs from reaching production.
- **Streamlined Deployment Lifecycle:** Managed the end-to-end deployment process by creating, validating, and deploying Change Sets from Sandbox to Production.
- **Advanced Insight Generation:** Built and maintained a suite of over 15 reports and 4 dynamic dashboards using Custom Report Types and bucket fields.

EDUCATION

- **B.E. Computer Science**   **August 2017 – August 2021**
  Rajiv Gandhi College of Engineering & Research (RGCER)   Nagpur, Maharashtra
  8.63 CGPA

CERTIFICATIONS

- Salesforce Certified Administrator (SCA)   December 2024
- IntelliPaat Cloud and DevOps Course   July 2024
- Japanese Language NAT 5Q   April 2023
- Coursera Managing Talent   September 2020
- Coursera Inspiring and Motivating Individuals   August 2020
- NPTEL Joy of Computing Using Python   April 2019

VOLUNTEERING

- Food Drive Coordinator - RHA Nagpur   2021 – Present
- Media Club Coordinator/ Video Editor – RGCER Nagpur   2019 - 2021