

Ashay Taksande

Salesforce Certified Administrator

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

[LinkedIn/ashaytaksande](#)

SUMMARY

A results-driven Salesforce Administrator dedicated to transforming business operations. Proven ability to cut manual work by over 20 hours per month, reduce case resolution times by 50%, and improve data accuracy to over 98% through targeted automation and process improvements.

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 Administration, Configuration & Security, Lightning and Classic app development, 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, Sales Cloud.
- **Data Management & Reporting:** Custom Report & Dashboard Development, Data Migration & Cleansing (Data Loader, Import Wizard), Data Validation, SOQL Queries.
- **Tools & Technologies:** Jira, Google Workspace (G-Suite), HTML, 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, 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, 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 and specific Sharing Rules for sensitive data access control. Consolidated around 13 profiles to 4 profiles and adding necessary permissions via permission set.
- **Service Cloud Enhancement:** Reduced average case resolution time by 50% (48 to 24 hours) by implementing strategic Case Escalation Rules and Auto-Response emails to improve tracking and 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 Account and Contact records from a legacy system using Data Loader, employing deduplication strategies to achieve 99.5% data accuracy.

EDUCATION

B.E. Computer Science

Rajiv Gandhi College of Engineering & Research (RGCER) – 8.63 CGPA

August 2017 – August 2021

Nagpur, Maharashtra

CERTIFICATIONS

- Salesforce Certified Administrator (SCA) December 2024
- IntelliPaat Cloud and DevOps Course July 2024
- Japanese Language NAT 5Q April 2023

VOLUNTEERING

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