

Firoj Ansari
Salesforce Administrator
+91-8602856514
firojbits9@gmail.com
Noida-201301

PROFESSIONAL SUMMARY

- Having 1 years of experience as Salesforce Admin.
- Extensive Knowledge in Custom Service Cloud and Sales Cloud Appexchange's Manage and Unmanaged Package.
- Worked on Custom settings to generalize the functionality.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Workflows, Validation rules, Reports, Dashboards and knowledge articles, Tasks and actions .
- Experience in data migration using import wizard, Apex Data Loader and Demand Tool.
- Proficient in working with Sales Cloud
- Experience in developing SFDC Reports, Dashboards to continuously monitor data quality and integrity.
- Hands on experience in Salesforce workflow, Process Builder, Validation, Assignment Rules, Profiles, Security controls and Data Management
- Worked on Setting and controlling permissions through permission sets, profile management.
- Capability on working with a Technical team to create, Interpret and implement business requirements into technical specifications.
- Worked on Sandbox refresh activities, Data Administrations, workflow rules, Assignment rules, Approval processes, process builders, Flows and Manual/Apex sharing rules based on the requirements.
- Experience in using Web-to-Lead, Web-to-case and Email-to-case functionality.

PROFESSIONAL EXPERIENCE

CODLEO Consulting Pvt.Ltd
Salesforce Admin

Nov 2020 – Dec 2021

Project Details: Administration support at Client Side (JK Lakshmi Cement Ltd.).

Creating new requirement in system, maintain system security, handling user's issues. Testing new enhancement cases, manage them and give training to users.

Project: JK Lakshmi Cement Ltd.

- Worked as administrator in creation and maintenance of various users and also control their access permissions for various applications. Responsible to resolve productions issues.
- Created Objects, Fields, and Relationship, managing security.
- Data Import / Export to/from CSV Files using Work Bench/ Data Loader.
- Creating Workflow Rules, Process Builders, Flow.
- Understanding enhancement part, giving them suggestion regarding new requirement in system, test new applications and corrective feedback in Sandbox as well in Production.
- Working with 800 users, User training on completing KPI's and implementation of internal processes which are based on as per business requirements.
- Performing Data cleansing cycles.
- Proficient in dealing with functionalities related to sales cloud & service cloud, and Community Cloud

Salesforce Tools Used: DATA LOADER, WORKBENCH, Sandbox, Salesforce Inspector, SOQL

iEnergizer (Noida)

Jan 2020 –Nov 2020

Sr. Customer Care Executive

Details: Samsung Ecommerce Representative (samsung.com/in)

Role & Responsibility:

- Response over Email and call Regarding Order related, Order status related, Payment Related, Refund, Exchange Related

EDUCATION

2021	BE in Electrical and Electronics from Sarvepalli Radhakrishnan University, Bhopal
2012	XII from Bihar Board
2010	X from Bihar Board

PERSONAL INFORMATION

Name	: FIROJ ANSARI
Sex	: Male
Marital Status	: Single
Nationality	: Indian
Hobby	: Playing Cricket & Listening Music
Language Proficiency	: English & Hindi
Language Written	: English & Hindi

Date.....

Place.....

FIROJ ANSARI