CURRICULUM VITAE

Personal Information

Name	Imtiyaz Ashraf
Date of birth	02-01-1994
Country of birth	India
Current location	Mumbai
Marital status	Married
E-mail	Contact.ImtiyazAshraf@gmail.com
Mobile	+917506696907
Skype	imtiyazashraf@hotmail.com

Education

2010 – 2015 Lovely Professional University
Bachelor's Degree in Mechanical Engineering

2008 – 2010 Patna Central School
Higher Secondary School

Certifications

- Salesforce Certified Administrator (ADM 201)
- Salesforce Certified App Developer (PD1)

Professional Experience / Projects : 6 Years and 11 Months / 12 End to End Implementations

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Period : May 2021 – Present
Project title : Salesforce TWD Product
Organization : Honeywell International Inc
Domain : Healthcare and Pharmaceutical
Role : Salesforce Senior Delivery Consultant – Professional Services Team Skills : Salesforce, Slack, Confluence, Intacct, Trello, Sharepoint, Dataloader, Workbench Cloud : Sales and Service Cloud
Team size : 20

Scope of project:
Honeywell has a product called "TrackWise Digital" which is responsible for a tracked and monitored healthcare process with multi level automations. The TWD product is quite popular in the healthcare and pharmaceuticals department.

My contribution, my achievements and results:
We DCs help in configuring and implementing TWD products to various clients on their Salesforce Org. Few of the bullets are mentioned below:

- Requirement gathering
- Product implementation
- Config changes
- Manage package installation
- System and unit testing
- Workshops and demonstration

- Training
- Post implementation support

Period : July 2020 – May 2021
Project title : Salesforce help desk
Organization : Whitehat Junior
Domain : Education
Role : Salesforce Admin Team Leader
Skills : Salesforce, Jira, Zendesk, Slack, Darwinbox, Dataloader, Workbench Cloud :
Sales Cloud
Team size : 48

Scope of project:
The Salesforce help desk helps the sales people in resolving their issues/requests/queries/concerns related with salesforce CRM.
We with a team of 50 people help and support business and end users 24/7 with a talented team and people in it

My contribution, my achievements and results:
I as a Salesforce DIT help my team members to contemplate the admin aspects of Salesforce. I engage in plan, design, execute, develop, test and deploy all the new or existing functionalities. I also participate in training and demonstrating the end users and new team members of Salesforce.

Period : July 2019 – July 2020
Project title : Salesforce IT
Organization : MPL Technologies Limited
Client : GM Modular
Domain : Electrical Appliances
Role : Salesforce Consultant Lead
Skills : Salesforce configuration and customization, Integration with SAP and Tally Cloud :
Sales Cloud
Team size : 25

Scope of project:
This is an implementation of Salesforce on GM Modular where all the previous work was getting handled by Excel and some in-house applications.
This project has various departments in terms of selling their product in various sources and sectors.

My contribution, my achievements and results:
I am working as Team Lead and managing a team of 25 people where designing, implementing, testing and client faceting are my major roles and responsibility.
Daily, weekly and monthly meetings are also part of my job here to provide updates on current and future implementation.
This project requires complex business scenarios and conditional based situations which needs to be analyzed and calibrated and henceforward implemented,
My team consists of a mixture of expert developers and admin and also freshers and my job is to make sure both the teams work synchronously and efficiently.

Period : November 2018 – July 2019
Project title : IREIC
Organization : MPL Technologies Limited
Client : Inland Real Estate Group – Chicago, USA
Domain : Real Estate
Role : Salesforce Senior Consultant

Skills : Salesforce configuration and customization, Lightning, Data Loader. Cloud :
Service Cloud
Team size : 10
Scope of project:
Four major projects where all the projects abide with real estate background, the clients on all these projects are pioneers in their domain and stood widely from last many years.

We are providing support for few build in functionalities and few new items solely on customization to release.

My contribution, my achievements and results:
As a Technical Lead, my job is not only to handle the team and be a client face but also work on the task of my team so that we can work stand alone and all together at once.
Everyday stand up and often demo calls, learning management, team blocker resolution are part of the daily routine.
We are using the Sales and Marketing cloud where Pardot is being used at Marketing and Conga in the Sales cloud.
New visualforce customization by custom controller(using APEX),Triggers, API Callouts and migration from Classic to Lightning components are also in a constant sequence.

Period : June 2018 – October 2018
Project title : ICE
Organization : MPL Technologies Limited
Client : Becton Dickinson – San Diego, USA
Domain : Medical Device
Role : Salesforce Senior Consultant
Skills : Salesforce configuration and customization, Lighting, SAP, Workbench. Cloud :
Service Cloud
Team size : 15

Scope of project:
In this project I was working as a System Administrator/Business Analyst where we provide support for a special customer service agent profile in terms of distinctive functionalities, accesses, layouts and automated processes. We used 2 sandboxes and after going through various phases of testing and validation, items got deployed to production.
We also had other teams and vendors working on the same project but for different profiles.

My contribution, my achievements and results:
As System Administrator, I was providing support and enhancement in configuration parts where I created Workflow Rules, Alerts, Field Updates, Templates, Web to Case, Validation Rules, Objects with different fields creation, Dependencies of controlling picklist fields, Reports and Dashboards, Page Layout, FLS, Search Layouts, Lookup Filters, Testing, Attended daily/weekly meetings, Deployed via change set/ant/workbench etc.
As Business Analyst I created documentation for all the items which our team created/updated/deleted which gives details of our effort to this project and this further categorized where I created a list of Knowledge Articles which will be used for the purpose of troubleshooting and training at BD Internal in future.

Period : July 2015 – May 2018
Project title : IT Technical Team
Organization : MPL Technologies Limited
Client : Tamer
Domain : Health Care

Role : Salesforce Consultant
Skills : Salesforce Configuration, Customization, Integration, Lightning, Data Loader, SOQL. Cloud : Service Cloud
Team size : 10
Scope of project:
This project is a global medication information case and content management system. The system is used to ensure a streamlined quality process to capture, manage, and respond to customer requests on client's products. Customer's query, cases, solutions, support were major aspects of work in this project.

My contribution, my achievements and results:

Application enhancement Release: In each enhancement release, all requirements were distributed equally among each team member. Individuals collect requirements directly from business.Analyze the requirement and provide estimates to business. Create proper documentation of requirements collected by business and then design them according to estimates provided. Functional document and design documents need to be updated as per release and Finally, testers execute ST script and if there is any defect, then it is assigned back to the individual owner of that requirement.

Configuration Release: I handle the configuration release as a change manager where my responsibilities are to collect items (request) which can be taken in upcoming configuration releases. And then create a plan of deployment in all lower environments and production environments with start and end dates. Follow up with Individual request owners to get it reviewed by SME (subject matter experts) and then finally deploy in production. Each month we do configuration releases in which we take approximately 10-15 request items.

Solving bugs (incidents): I joined this project when it went live therefore I worked on lots of bugs**.** I analyzed the bug and provided root cause and resolution to users. Many times, I reached out to the vendor team as there is integration and data flows can help us in finding root cause. I Have created cases against Salesforce and worked with the Salesforce team on an issue where I was not able to
find out the root cause.

Competences

- Excellent communicative and management skills
- Solution-oriented
- Easy Learner and Adaptable

Hobbies and Interests

- Listening Music and Playing Instruments
- Traveling, Treks, Hiking
- Getting Acquaint with Theories of Space-Time, Quantum Physics and celestial Universe