

Kashif Ali

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Certifications

Salesforce Certified Administrator
Salesforce Certified Advanced Administrator
Salesforce Certified Platform App Builder
Salesforce Certified Platform Developer 1
Salesforce Certified Sales Cloud Consultant
Salesforce Certified Service Cloud Consultant

Experience

Salesforce Consultant, Hexaware Technologies, Pune, India (Sep 2020 - Present)

Client: HNI Corporation

- Head Salesforce Admin and lead Salesforce Consultant for **900** users.
- Migrated DPG(Design Public Group's) Customer Service tool Zendesk to Salesforce Service Cloud.
- Experience in building and deploying on large scale and managing **CI/CD** implementation for whole Organization thorough **Gearset** and **Bitbucket**.
- Convert business requirements into user stories and design a solution with proper Acceptance Criteria thorough **JIRA**.
- Engage in daily Office Hours/Scrum Call for Sprint Review for smooth handoff of a new implementation.
- Work on daily enhancement, bugfix, defects cards.

Client: IQVIA

- Advice for a Critical and Urgent Project **StudyHub** – which is a Clinical Virtual Trials application built on Community Cloud along with Sales, Service and Health Cloud.
- Most of the trending studies in StudyHub were related with **Covid-19** with leading partners such as Janssen (Johnson & Johnson), AstraZeneca, Eli Lilly among others.

Salesforce Administrator and Developer, Cognizant, Pune, India (June 2018 - July 2020)

Client: Salesforce.Inc

- Worked as Tier 2 Salesforce Success Engineer to provide Support, Develop and assist Salesforce Customers specifically in **EMEA** Region.
- A good amount of exposure on Salesforce's own heavily customized Ticketing tool **Org62** built on Service Cloud.
- Engaged closely with Salesforce Tier 3, Product Management teams to report various bugs, known issues, ideaexchanges etc.
- Proactively going through new features in Salesforce releases round the year as Salesforce provides support for those features.

Customer Service Associate, Amazon, Pune, India (June 2016 – June 2018)

- Good exposure of Work culture of Amazon and how to treat customers as Amazon is considered one of the best Customer Oriented Company.
- Trained in special team Search and Rescue where all extremely frustrated customers are handled.
- Assisted New Hire Trainees in providing best Customer Experience.

Education

BE in Computer Science and Engineering passed with First Class with Distinction

Skills

Java, Apex, Javascript, Visualforce, HTML and Excel