

# ABDUS SAMAD

## CONTACT



Delhi, India



+91 7766974179



abdussamad190@hotmail.com

## ACCOMPLISHMENTS

- Worked directly with senior leadership to develop and administer product forecasting
- Recognized by management for Salesforce projects delivering outstanding team and results
- Created and developed critical company policies to consistently exceed quality and production targets.
- Improved end user reviews by successfully handling customer complaints and implementing monthly staff training.
- Implemented new, interactive employee scheduling system to monitor, gauge and project staffing needs.
- Streamlined workflow by consolidating lengthy processes and redundant documentation which resulted in more effective and timely completion

## CORE QUALIFICATIONS

- Salesforce configuration
- Zendesk
- Analytics
- Automation
- Project Management
- Team Handling
- Customer needs analysis
- Communication
- Microsoft tools
- Amazon Dynamo DB
- AWS connect
- Document management
- Analytical problem solving
- Optimising and performance tuning
- Root cause analysis

Organized and self-motivated **Salesforce certified** professional with **5+** proven years of experience in production **support**, success **designing**, team **management** and implementing complex software **solutions**. Goal-oriented with ability to understand **business** problems and create **systems** to **improve** functionality. Work **effectively** in self-motivated and **collaborative** settings.

## EXPERIENCE

October 2020 – July 2023

**Salesforce Admin at Whitehat Junior education pvt ltd**, Gurugram.

- Delivered Salesforce expertise solutions to accelerate productivity and increase growth.
- Utilized Salesforce to monitor and manage staff KPI attainment.
- Maintained meticulous client notes in the Salesforce system.
- Set up new client accounts and updated Salesforce functionalities with precision.
- Compiled data in Salesforce to prepare sales reports facilitating managerial decision-making.
- Maintained accurate, up-to-date client records within Salesforce and associated tools.
- Kept track of customer communications, details and follow-up requests on Salesforce CRM.
- Generated reports and Dashboard using Salesforce tool providing insights into key customer behavior.
- Trained junior admins in various complex updates exclusively in Salesforce.
- Regularly updated Salesforce with accurate, up-to-date account information, enabling appropriate ongoing client care.
- Provided in-house training to staff on Salesforce Sales Cloud and Zendesk and other automation platforms like AWS connect, Amazon Dynamo DB.
- Regularly monitored territory sales with Salesforce, ensuring targets were on track to achievement and adapting where required.

November 2018 - September 2020

**Salesforce Administrator at Mindtrail Technologies Private Limited**, Mumbai

- Built and maintained partnerships with developers and product team members to influence process, product and application development.
- Created data models and database designs to deliver on project requirements and performance objectives.
- Partnered with project management teams on developing scope and completion timelines to facilitate timely delivery of projects.
- Established software requirements and devised cloud storage solutions to accommodate client needs.
- Spearheaded development and implementation of business intelligence architecture to deliver end-to-end Salesforce solutions.
- Specified user access levels for each segment of databases,

- Case Management
- Data conversion and migration
- Report & Dashboard

---

## EDUCATION

2015

**Bachelor of electronics & communication Engineering** from  
**Vidya Vikas Institute of Technology(JNTUH)** Hyderabad India

---

## CERTIFICATIONS

- Salesforce Certified Administrator
  
- Certified Business Analyst

safeguarding against unauthorized use.

- Specified user access levels for various segments to protect cloud integrity and company information.
- Assessed customer needs and goals through communication and system evaluations to modify existing Salesforce systems for personalized customization.
- Identified issues, analyzed information and provided solutions to problems.
- Created plans and communicated deadlines to complete projects on time.
- Supervised work of contracted employees to deliver work on schedule.
- Maximized customer engagement and satisfaction by delivering excellent customer service.
- Prepared range of written communications, documents and reports.
- Organized files to support efficiency and traceability.