

Mohammed Rehan Siddiqui

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Professional Summary

Strategically-minded Certified Salesforce Administrator expert seeking a challenging and dynamic position with a growing firm to add value for the better growth and profit of the organization along with self-actualization. Looking for a position with flexibility and exposure to Technology and Management.

Objective

- o To contribute to an organization by using my skills and knowledge, to work hard and climb the ladder of success, besides incrementing the value of the organization and also to give 100% in every task undertaken to accomplish.
- o Detail oriented with an analytical bent of mind and possess positive attitude.
- o Proficiency at grasping technical concepts quickly & utilizing it in a productive manner.
- o An effective communicator with strong analytical, interpersonal and problem-solving abilities.

Skills & Abilities

- o Self-motivated
- o Independent problem-solving attitude
- o Punctual
- o Efficient
- o Organized and Disciplined.

Experience

Organization: Cognizant Technology Solutions Pvt. Ltd. | Jan 2019 – Till Date

Role: Salesforce Administrator

Technical Skills: Workflow Rule, Process builder, User Administration, Data sharing settings, Maintain and Customize Sales and Service Cloud Applications, Build reports and Dashboards.

Responsibilities:

- Interaction with clients to gather requirements and implementing the business logic into their Salesforce Org.
- Managing their data upon requests like import, update and delete.
- User and Profile Creation/Maintenance
- Managing Organization-wide sharing settings for accessibility to users on data.
- Opening up access using sharing rules and permission sets.
- Restricting user by creating validation rules on objects

- Creating Approval Processes to manage records approvals for Sales Process
- Creating Lead/Case Assignment rules
- Setting up automation tools to perform updates in records/sending emails/posting chatter feed updates upon DML operations using Lightning Process builder/Workflow Rules.
- Creating/managing Reports and Dashboards for better user experience with their sales and service-based apps.
- Managing Apps for classic and lightning experience.
- Troubleshooting, User Assistance and reconfigurations.
- Consistently providing solutions to issues and structured environment for ease of use.

Organization: CBSI India Pvt Ltd (Deputed Atos India Pvt Ltd) | Mar 2017 - Jan 2018

Role: Sr. System Engineer

Project: Life Cycle Management

- End to End Migration P2V, V2V.
- VMware Converter
- Platespin tool
- Discovery of infrastructure
- Designing the migration plan as per Datacenter location and client Pre requisites
- Deploying VM from Templates
- Installation of OS from the media or template.
- Configuring and installing Nagios, SCOM and BladeLogic.
- Executing as per HLD and LLD
- Client Coordination for necessary approvals for build activity.
- Robocopy

Organization: Synechron Technologies – Pune | Jun 2013 – Oct 2015

Role: Associate IT Operations | Level 2

Specializations: Microsoft Windows, Active Directory, Backup and SCOM.

Responsibilities:

- Installation and configuration of windows operating systems as per the design document.
- Managing and Maintaining Active Directory 2008 R2 Server.
- Troubleshooting Active Directory issues.
- Installing & Configuring Personal Computers as per the approved design and requirement.
- Installation of software and periodic updates released by the vendors.
- Configuring and troubleshooting NT Backup, Windows Backup.
- System Administration & Troubleshooting of issues.
- User Profile Management, managing access controls on

- Handling AMC of the Personal computers of the users that are onsite.
- Extensively worked in Windows Active Directory to create users & groups.
- Deploying VM as per the client process and approved designs.
- Supporting in-house application management in Citrix environment through Citrix AppSense.
- Managing user's session in Citrix using Citrix AppCenter.
- Handling and troubleshooting issues related with the desktops and laptops.
- Installation and Upgrade of anti-virus products and other IT Security software pro-actively to safeguard the company data from the possible virus threats.
- Perform monitoring and troubleshooting on all systems.
- Perform Backup/Recovery and processing of Batch Jobs for all systems round the clock.
- Managing ticket system and allocation of work to the System Engineers using multiple ticketing tools.
- Communicating on behalf of the company's technical support with clients/vendors/service providers through email / chat / telephone for feedback and technical support.
- Vendor Management
- Reviewing policies and procedures as per client requirement.

SCOM (Microsoft System Center Operations Manager)

- Installation, configuration and administration of SCOM Server.
- Setting up databases for SCOM and its troubleshooting.
- Configuration of work flows such as rules, Discoveries and monitor.
- Installation and configuration and Troubleshooting of Gateway Server

Organization: Convergys India Services Pvt Ltd – Pune | Sep 2007 – July 2009

Role: Process In-team Trainer/ CCO

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- System Administration & Troubleshooting of issues.
- User Profile Management, managing access controls on
- Handling AMC of the Personal computers of the users that are onsite.
- Extensively worked in Windows Active Directory to create users & groups.
- Deploying VM as per the client process and approved designs.

Operating Systems: Windows Server 2012R2, Windows Server 2008& 2008 R2 Family.

Certifications:

- Microsoft Certified Professional
- VMware Certified Associate- Cloud
- Salesforce Certified Administrator (201)
- Salesforce Certified Advance Administrator (211)
- Salesforce Certified Platform App Builder

Education

M.B.A–University of Pune, India

B.B.A – Dr. B.A.M.U, Aurangabad, India

Personal Dossier:

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Nationality	:	Indian

I hereby inform that all the information provided is correct to the best of my knowledge.

Thanking you for consideration.
Yours Sincerely,
Mohammed Rehan Siddiqui