

ANSARI ABDURREHMAN MOHAMMEDMUSTAK



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OVERVIEW

- 4+ years of experience in the Information Technology industry
- Sound understanding of the Salesforce CRM, Sales life cycles and Development life cycles
- Experience with supporting Sales Teams, qualifying leads etc.
- Good client facing experience on requirement gathering and task deliveries
- A self-starter who is consistently proactive and uses time efficiently
- High degree of personal accountability
- Strong believer of hard-work that any task is possible if done passionately.

EXPERIENCE

Environment: Salesforce.com, SQL, Data mining & Dashboard

Pacific Global Solutions Ltd

May 2021- Mar 2022

Role: Salesforce Administrator

Responsibilities:

Serve as a primary system administrator for the Salesforce.com environment with 25-50 users.

- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks.
- Complete regular internal system audits and prepares for upgrades.
- Manage Salesforce.com data feeds and other integrations.
- Work with the management team to establish suitable processes to support administrative, development, and change management activities.
- Design, document, build, test and deploy alerts, reports, complex dashboards and workflow within Salesforce.com.
- Work closely with sales management & CPM to inspect sales process quality and prioritize improvements.
- Liaison between the Onshore and the Offshore teams.
- Coordinates plans and leads user acceptance testing, end to end test execution and defect/change tracking
- Analyze and mitigate bugs and issues

Environment: Salesforce Sales Cloud, Salesforce CPQ, Force.com

Tata Consultancy services

Jun 2017– April 2021

Role: Senior Process Associate

Responsibilities:

- Managing & Verifying CPQ details with Sales engineer & Sales Representative As per Product & As per Customer Requirement. Preparing network Design in MS Visio. Performing hands-on technical network design as per CPQ & Ethernet configurator. updating inventory as per that.
- Preparing & Managing Design for multiple CPQ quote for E-rate order, in which customer require different technical service with different quote.
- Working with New, Change, Renew, in flight orders & services & Preparing Design as per the requirements.
- Preparing Design & Provisioning from Customer site (CPE) to Edge gateway, SUR as per CPQ & also Preparing Bill of Material from SALESFORCE.
- Preparing Pre-sale & Post-sale Design as per CPQ and Ethernet configurator.
- Collaborate with senior management to creatively define, prioritize and implement our business processes using Salesforce, and integrate Salesforce with our other technology capabilities
- Verifying product CPQ, Managing Account, Share point link, Ethernet Configurator, AWS, Clips, Offnet & On-net details.
- Working with Menara networks, Ciena devices, Juniper & Cisco devices.

Rewards and Recognition:

- Awarded 1st Rank for productivity, quality and SLA adherence

- Recognized six times “STAR” performer on monthly basis for the COMCAST Project
- Awarded the Quarterly TOPAZ award twice during the COMCAST Project
- Awarded Highest number of Rewards & Recognition in COMCAST Project for Performance, Quality, Productivity & Handling Central Division.
- Working as Subject Matter Expert (SME) & Handling Central Division for Designing Team.
- Consistently secured 1st place for consecutive years in Design engineering team and have always achieved productivity of 120% with zero error.
- Achieved exceptional praise by completing highest sites in single month which is all time high.

Progressive Infotech Private Limited

Mar 2017– Jun 2017

Role: Desk Side Engineer

Responsibilities:

- Installation and Roll out services of new desktops & laptops.
- Hardware fault diagnosis & isolation on desktops / laptops. First level of support on desktop / laptops under warranty / AMC with third part vendor & vendor coordination for L2/L3 & Spares support
- Installation and OS Support - Repair / Re-Installation or fresh Installation.
- Installation and Software Support on Office Automation software, Anti-virus software, Email Client (Outlook), IE, Chrome & other Business Critical Applications
- Configure / troubleshoot network connectivity of desktops / laptops & network printers
- Installation, re-installation, configuration of peripherals e.g. printers, scanners etc.

Seven outsourcing pvt. ltd

Jan 2016– Feb 2017

Role: Desktop support Engineer

Responsibilities:

- Hands-on experience with Windows OS environments.
- Working knowledge of office automation products and computer peripherals, like printers and scanners.
- Knowledge of network security practices and anti-virus programs.
- Ability to perform remote troubleshooting and provide clear instructions.
- Address user tickets regarding hardware, software and networking.
- Walk customers through installing applications and computer peripherals.
- Ask targeted questions to diagnose problems.
- Guide users with simple, step-by-step instructions.
- Conduct remote troubleshooting.
- Test alternative pathways until you resolve an issue.
- Customize desktop applications to meet user needs.

Education:

- Bachelor of Engineering (Electronics and Communication) Gujarat Technology University (JUN E-2015)

- **Certifications:**
- **Salesforce Certified Administrator**

DECLARATION:

- I hereby declare that the information furnished above is true to the best of my knowledge.