Resume

SALESFORCE CERTIFIED
Administrator

SHAIK JUNAID AHMED

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Objective

To make optimum utilization of my knowledge and skills, utilize opportunities effectively for professional growth and to continue in the best possible way for betterment of the organization and MY self.

Salesforce skills

To summarize overall Skills of Sales force Administration & Development:

Administration

- Company Profile; Manage User, Objects &Tabs.
- Fields & Relation, Layout Management.
- Record Level Security Model.
- Object Level Security Model.
- Field Level Security Model.
- Workflows, Approval Process.
- Process Builder, Managing Data-Using Wizards.
- Reports & Dashboards
- Security Setting Login History.
- Mobile Administration, Email Administration, CRM Concept.
- Authentication Provider.
- Validation Rule , Rollup Summary , Schema Builder
- Sharing Rules, OWD
- SOQL
- Data Loader, Workbench.

Other Technical Skill

1 Proficient with Windows Administrations task like Formatting, Installing, Troubleshooting,.
2 Proficient with MS-Office.
3 Tally9.0

Experience

Company	Designation	WORKING FROM	WORKED TILL
Iqra Technology	Salesforce Administrator	May 2017	Aug 2018
Concentrix Technologies	Data Analyst CRM	Aug 2018	Mar-2021.
Ameri100	Salesforce consultant	Mar-2021.	Present

Current jobprofile

- **Organization setup**: Company profile, business hours, currency management (worked with multi- currency environment & issues).
- **User setup:** Setting up users as per requirements, solved user locked out account issues.
- **User interface**: set UI settings as per user requirement, list views, home page layout, created page layouts, related lists and other components on a record detail and edit pages, mini page layout, multi-line item layout for opportunity.
- **Security & Access:** OWD, roles & role hierarchies, manual sharing of records, sharing rules, public groups, Good experience on Profile permissions & settings, permission sets, field level security, record types.
- **Standard & Custom Objects**: Create & customize Objects, mostly every type of fields, Apps, page layouts, sales process, Designed Custom Formula Fields, Field Dependencies, etc. Extensive experience on objects like Leads, Accounts, Contacts, Opportunities, Products & Pricebook and Reports & Dashboards.
- **Service & support Applications**: Having knowledge of Cases, Solutions, Case Management, and Case Assignment & Case Escalation.
- **Activity Management**: Creating tasks & events.
- **Data Management:** Importing & exporting data using tools like the Data Import Wizard & Data loader.
- **Analytics** – **Reports & Dashboards**: creating custom report type, using different report formats, summarizing & filtering data, charting & scheduling reports, using conditional highlighting in reports. Dashboard components, chart types, scheduling dashboards, running users.
- **Workflow & Automation**: Automated Email alerts & field updates according to application requirements. Extensive experience of Automation like Workflows, Approval Process, Process Builder, Validation rules, Assignment rules, Escalation rules, Duplication & Matching rules for satisfying complex business process automations.

Educational Qualifications

Course	Name Of Institutes	University/Board	Year	%
B.Com	First Grade College Bidar	Gulbarga UNIVERSITY	2014	64%
MBA	GNDEC	VTU	Sep 2016	63%

Certification

- **Salesforce Administrator ADM -201 WIN 18**

Strengths

- Hardworking and disciplined professional
- Demonstrative capabilities at any individual or teamwork level.
- Positive attitude and thinking, in every sphere of life
- Excellent grasping power with academic enthusiasm
- Care for cordial relationship with inter-departmental colleagues and external parties
- Project oriented focus, direction and operation of activities
- Leadership qualities with task-delegation and knowledge-sharing tendency.

Personal Details

Name:	Shaik Junaid Ahmed
Father's Name:	Gulam Ahmed
Address:	#354 Opp Nagalingeshwara Temple, kundalahalli Bangalore 560037
Contact Information:	Mob No: +91-8951083510
	Mail Id: junaid08482@outlook.com
Marital Status:	Unmarried.
Nationality:	Indian.
Languages:	English, Hindi, Kanata & Urdu.
Hobbies:	Net Surfing, Reading and Playing Cricket.

Declaration

I hereby declare that all the above stated information is true to the best of my knowledge and also confident of my ability to work in a team.

Yours Faithfully

Date: / /2018   (Shaik Junaid Ahmed)