**Imtiyaz Ashraf
Team Lead**

**Total SFDC Experience:4.3 years.**

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| **Profile Summary** |

* Ability to work in a global cross-functional environment partnering with internal customers to help support and enhance business systems.
* A certified salesforce administrator who is capable to solving complex business processes with config skills prior to customization.
* **Logical**/**Representative**, **problem solving**, detail oriented, solution oriented.
* Ability to plan and execute tasks in a structured manner and able to work, collaborate and contribute in a team environment.
* Excellent communication and interpersonal skills; accustomed to working in both large and small team environments.
* Experience in SFDC development using **Apex classes** and **Triggers**, **Visualforce**, **Force.com IDE, SOQL, SOSL, Apex Sharing.**
* Experience in SFDC related technologies such as **Apex, Visualforce.**
* Experience in SFDC related technologies such as **Batch Classes** and **Schedule classes.**
* Extensive experience over creating **workflows, approval processes**, validation rules and sharing & security rules.
* Working knowledge in generating **Reports, Dashboards, customized reports** and analyzing the data in Salesforce.
* Data Load for SFDC Standard **objects** and Custom **objects**.
* Committed to excellence, self-motivator, quick-learner, diligent, team-player, and a prudent developer with strong problem-solving skills and communication skills.
* Worked on Salesforce to Salesforce integration through Rest API.
* Creating objects, fields, Record Types, workflows, approvals processes, Escalation rules, Assignment rules **validation rules, data migration activities**, custom page layouts, custom fields, cases management and other standard functionalities.

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|  **Current Company and Achievements**  |

* Currently working for **Kloudrac Softwares Private Limited** as a Team Lead since July 2019 until now.

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| **Technical Skills:**  |

**SFDC Tools and Apps:**  Data Loader, Workbench, Conga, DocuSign.

**SFDC Admin:**

Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions, Record Type, Email Administration, Formulas, AppExchange

**SFDC Development:**

 Apex classes, controllers and extensions, Apex Triggers, Visualforce Pages, SOQL, SOSL, Workflows and Approvals, Case management Automation, Batch Classes.

**Force.com Development:** Apex Classes, Triggers, Batch Apex, Controllers, Scheduler, Visualforce Pages, SOQL, SOSL, DML**,** Visualforce, HTML5.

**SFDC Lightning:** Working on Salesforce lightning.

**Languages:**  Apex, HTML, Visualforce

**Application Knowledge:** Excel , Word Documentation, PowerPoint Presentations.

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| **Projects Undertaken:**  |

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**Period : July 2019 – Present**

Project title : Salesforce IT

Organization : Kloudrac Inc

Client : GM Modular

Domain : Electrical Appliances

Role : Team Lead

Skills : Salesforce configuration and customization, Integration with SAP and Tally

Cloud : Sales Cloud

Team size : 25

Scope of project:

This is an implementation of Salesforce on GM Modular where all the previous work were getting handled by Excel and some in house application.

This project has various department in terms of selling their product in various sources and sectors.

My contribution, my achievements and results:

I am working as Team Lead and managing a team of 25 people where designing, implementing, testing and client face is my major roles and responsibility.

Daily, weekly and monthly meetings are also been part of my job here t provide updates on current and future implementation.

This project requires complex business scenarios and conditional based situations which needs to be analysed and calibrated and henceforward implemented,

My team consists a mixture of expertise developer and admin and also freshers and my job is make sure both the teams works synchronously and efficiently.

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**Period : November 2018 – July 2019**

Project title : IREIC

Organization : Annet Technologies

Client : Inland Real Estate Group – Chicago, USA

Domain : Real Estate

Role : Technical Head

Skills : Salesforce configuration and customization, Lightning, Conga, Data Loader.

Cloud : Sales and Service Cloud

Team size : 20

Scope of project:

Four major projects where all the projects are abide with real estate back ground, the clients on all these projects are pioneer in their domain and stood widely from last many years.

We are providing support for few build in functionalities and few new items solely on customization to release.

My contribution, my achievements and results:

As a Technical Head, my job is not to only handle the team and be a client face but also work on the task as of my team so that we can work stand alone and all together at once.

Everyday stand up and often demo calls, learning management, team blocker resolution are part of the daily routine.

New visualforce customization by custom controller(using APEX),Triggers, API Callouts and migration from Classic to Lightning components are also been in a constant sequence.

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**Period : June 2018 – October 2018**

Project title : ICE(BD)

Organization : Wipro Technologies Limited

Client : Becton Dickinson – San Diego, USA

Domain : Medical Device

Role : Salesforce Consultant

Skills : Salesforce configuration and customization, Lighting, SAP, ANT, Workbench.

Cloud : Service Cloud

Team size : 15

Scope of project:

In this project I was working a System Administrator/Business Analyst where we provide support for a special customer service agent profile in terms of distinctive functionalities, accesses, layouts and automated processes. We used 2 sandboxes and after going through various phases of testing and validation, items got deployed to production.
We also had other teams and vendors working on the same project but for different profiles.

My contribution, my achievements and results:

As System Administrator, I was providing support and enhancement in configuration parts where I created Workflow Rules, Alerts, Field Updates, Templates, Web to Case, Validation Rules, Objects with different fields creation, Dependencies of controlling picklist fields, Reports and Dashboards, Page Layout, FLS, Search Layouts, Lookup Filters, Testing, Attended daily/weekly meetings, Deployed via change set/ant/workbench etc.
As Business Analyst I created documentation for all the items which our team created/updated/deleted which gives a details of our effort to this project and this further categorized where I created list of Knowledge Articles which will be used for the purpose of troubleshooting and training at BD Internal in future.

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**Period : December2016 – May 2018**

Project title : IT Technical Team

Organization : Intelogik Solutions Private Limited

Client : Confidential

Domain : Health Care

Role : Salesforce System Analyst cum Developer

Skills : Salesforce Configuration, Customization, Integration, Lightning, Data Loader, SOQL

Cloud : Service Cloud

Team size : 15

Scope of project:

This project is a global medication information case and content management system. The system is used to ensure a streamlined quality process to capture, manage, and respond to customer requests on client’s products. Customer’s query, cases, solutions, support were major aspect of work in this project.

My contribution, my achievements and results:

**Application enhancement Release:** In each enhancement release, all requirements were distributed equally among each team member. Individuals collect requirement directly from business. Analyze the requirement and provide estimates to business. Create proper documentation of requirement collected by business and then design them according to estimates provided. Functional document and design documents need to be updated as per release and Finally, testers execute ST script and if there is any defect, then it is assigned back to individual owner of that requirement.

**Configuration Release:** I handle the configuration release as a change manager where my responsibilities were to collect items (request) which can be taken in upcoming configuration release. And then create plan of deployment in all lower environment and production environment with start and end dates. Follow up with Individual request owners to get it reviewed by SME (subject matter experts) and then finally deploy in production. Each month we do configuration release in which we take approximately 10-15 request items.

**Solving bugs (incidents):** I joined this project when it went live therefore I worked on lots of bugs**.** I analyse the bug and provided root cause and resolution to users. Many times, I reached out to vendor team as there is integration and data flows can help us in finding root cause. I Have created cases against Salesforce and worked with Salesforce team in issue where I was not able to find out root cause.

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**Period : July 2015 – December 2016**

Project title : IT Technical Team

Organization : Intelogik Solutions Private Limited

Client : Morgan Phase, Singapore

Domain : Recruiting

Role : Salesforce System Administrator

Skills : Salesforce Configuration & Customization, Data Loader, Lightning.

Cloud : Sales Cloud

Team size : 25

Scope of project:

This project came in consideration for Recruiting. This company looks forward for demands of candidate looking out for jobs. Through Salesforce, search of a candidate and creating campaigns and henceforward into leads, account, contact and opportunity is a major task of this company**.**

In a very simple terms the company provides jobs in IT, Customer Service, Sales & Marketing, Engineering, Fashion Design etc. for experienced, Freshers looking out for a job.

A six month training was provided before I joined this org.

My contribution, my achievements and results:

Setting Accounts & Users, Sharing Controls, Service Console, Cases and Solutions, Security Setup, Custom Settings, Adding Exceptions, Hands on Lightning and Classic, Creating Workflow and Approval Process, Process Builder, Mobile App Development, Manage validation Rules and formulas, Leads, Accounts, Campaign, Processes, App Development, Event Management, Professional Training, Account Retrieval, Company Setup, Login history, Email Templates, Cases, Customer Support etc.

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| **Personal Details:** |

* **Gender:** Male
* **Marital Status:** Unmarried
* **Languages Known:** English, Hindi, Punjabi, Urdu, Arabic.
* **Current Location:** Delhi 110025 India

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| **Declaration:**  |

I hereby declare that all the information shared above is true to best of my knowledge and belief.

**Imtiyaz Ashraf**