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| Mohsin Saifee | **Baner****Pune, 411045****+91-9623485261****mohsin.saifee92@gmail.com****mohsindev92 (skype id)** |
| EXPERIENCE*Thermax Limited, Pune— Senior Executive (Salesforce Admin)***SEPTEMBER 2018 – PRESENT** Managing Salesforce across all Thermax domestic and International. Handling 1000+ users of Sales and Service cloudAddressing user queries for all division across Thermax.Working as a Business Analyst/Salesforce Admin, closely aligned with Vendor in developing processes and automation for Sales and Service Cloud.Travelling to regions (PUNE/MUMBAI/CHENNAI/KOLKOTA) for User trainings.Creation of Reports and Dashboards for various vertical for MD's review.Engaging with Division Heads, SBU, and Sales Manager to channelize user adoption across Thermax.Managing a dev team for support across Thermax.Single point of contact for all the users in Thermax.*AP Moller Maersk - GSC, Pune— IT Specialist (Salesforce)***JUNE 2017 – SEPTEMBER 2018**Managing L1 support team. Proactively seek out and identify needed system changes. Manage all processes that impact / relate to Salesforce.com. Manage new releases of SFDC and efficiently roll out new features. Maintain, enhance and create workflows, functions and configurations within the Salesforce.com environment. Perform regression and smoke testing. Coordinating with dev team to incorporate custom changes, using configuration or apex code development. Expand use of Salesforce.com – attend planning meetings, assist with determining if /how salesforce.com can be used in new ways as opposed to purchasing a new internal system. Business travel to Chennai for a KT release on Maersk’s Trade-Finance project. As a Salesforce Consultant my task was to gather all the business requirements and configuration knowledge of the prod environment. *Appcino Technologies, Jaipur — Software Engineer (Salesforce Admin)***JANUARY 2016 – JUNE 2017*** Managing a team responsible for delivering projects.
* Gathering requirements from clients and translating to other teams.
* Creating workflows, process builders, reporting tools and dashboards.
* Responsible for deployment and administration of components.
* Apex Data Loader, DemandTools, Import Wizard, ANT, Eclipse.

*Cognizant Technology Solutions, Pune — Salesforce Admin***JUNE 2014 – DECEMBER 2015*** Handling cases raised by the end users.
* Salesforce.com Support Project

EDUCATIONSenior schoolChrist Church Boys’ School ‘10CBSE Bachelors’ in Commerce RDVV University ‘13Executive MBA in Operations and Supply Chain Management\ Symbiosis - PuneCERTIFICATIONS* Salesforce ADM-201
* Salesforce Dev 401
* Salesforce Advance ADM 211
* Salesforce Service Cloud Consultant
* Salesforce Sales Cloud Consultant
* Salesforce Platform Developer 1
* Copado Certified Administrator
* Copado Certified Developer
* Flosum Certified Professional
* Diploma in System and Networking, CCNA (NIIT)
* RHCSA training Certificate (Seed Infotech)
* Basic Hardware & Advance Networking (HCL)

PROJECTS*Sterling Backcheck — Salesforce Admin*Requirement Gathering.Deploying Metadata components using ANT.Documentation of the components deployed/refurbished.*Deltek.com — Salesforce Admin*Requirement Gathering.Setting up Service Cloud Console.Creating custom fields, validation rules, workflows etc.Deploying Metadata components using ANT.Documentation of the components deployed/refurbished. | SKILLS* To create fields, page layouts, custom objects and managing them
* To create workflow rules, assignment rules, escalation rules, duplicate rules based on user’s requirement
* To create logical formula fields with proper functions to meet user requirements
* To create community users and manage their profiles
* To create profiles, permission set wherever necessary
* To create criteria-based and user based-sharing rules, wherever necessary
* To manage forecasts and quotas
* To create reports and dashboards based on the needs
* To develop processes and flows where the requirement couldn’t be achieved using the point and click functionality
* Good knowledge of MS Office
* To administer, develop and manage the Salesforce CRM application

AWARDS* Scholarship from HCL
* Topped DCA exam with 81.25%
* Accreditation Evangelist for Salesforce Pune
* Best Employee (Opel Award) for maximum closures, CSATS and Quality

 LANGUAGES/TOOLS* Learning (JAVA, HTML, SQL, APEX)
* Tableau
* SteelBrick CPQ
* Apex Data Loader
* Demand Tools
* ANT
* Eclipse

PERSONAL DETAILS* **Date of Birth:** July 16, 1992
* **Father’s Name:** Mr. Shabbir Saifee
* **Sex:** Male
* **Marital Status:** Single
* **Language Known:** English, Hindi
* **Nationality:** Indian

HOBBIES/INTERESTPlaying Role based computer GamesWriting SongsReading*Telos.com — Salesforce Admin*Requirement Gathering.Setting up Sales Cloud Console.Setting up Lead assignment rule.Creating email templates, sales process, custom objects, fields.Deploying Metadata components using ANT.Documentation of the components deployed/refurbished. |