

# Pathan Shahrukh Khan

## Salesforce Administrator (Admin)

### Contact:



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Chh-Sambhaji Nagar ,  
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### Languages:

- ✓ English
- ✓ Marathi
- ✓ Hindi
- ✓ Urdu

### Certifications

- ✓ Salesforce Certified Administrator (SCA)  
Credential ID: - 2507293 (passed on August 20, 2022)

### Education

- ✓ BCS (Bachelor of Computer Science) - 2015
- ✓ HSC - 2012
- ✓ SSC - 2010

### Personal Details:

- ✓ Father's Name: Hameed Pathan
- ✓ Nationality: Indian
- ✓ Gender: Male
- ✓ Marital status: Married

### Profile Summary

I am certified Salesforce Administrator (Admin) and Trailhead ranger.

Having 6 years of experience as a salesforce Administration (Admin) which includes Administration, Configuration, Customization, Implementation, Documentation and Support experience.

I am looking for an organization where I can use all of my knowledge in a bigger and challenging environment.

### Skills

- Salesforce Classic and Salesforce Lightning (Sales and Service Cloud)
- Salesforce Data management Business process and analysis
- Understand and problem solving SOQL, SQL
- Data modelling Developer mindset
- Third Party Tool (Conga CLM Customer interaction skills
- Copado, DocuSign Data Security settings
- User training management Report & Dashboard
- Project management Process Automation
- Customer interaction skills User Story (New Deployment)
- Technical skills (User, activation, deactivation
- Force.com VF page, codes License, profile, permission set
- Apex Triggers, classes Ticketing Tool- (Service Now, Jira,
- Workflow, Flow, Approval process Zoho, Azure board, Bugzilla)
- Process builder, validation rule Manage & Unmanage Packages
- FinnOne, Dedupe, CIBIL Data Loader, Workbench

### Professional Experience

#### Salesforce: INDIA

##### Associate Technical Support Engineer: -

March 2023 to May 2023

##### Roles and Responsibilities:

- Delivered front-line on-site and field support to all levels of corporate Staff across multiple location.
- Provided support to Application Failures in accordance with SLA.
- Troubleshooting custom requirement, user interface fields, process Automation.
- Provided workarounds via modify automation until official new release.
- Mentor and train technical support in Troubleshooting Methodology, Customer Interaction.
- Identifies problems and suggests solutions to customers.

#### Tata Consultancy Services (TCS)

##### Salesforce Administrator: -

May 2021 to March 2023

##### Roles and Responsibilities:

- Responsible for configuration, design, Customization, Implementation functionality and end-user support of the Salesforce.com platform.
- Engage with business stakeholders to gather & analyse requirements and Own the training and development of Salesforce end Users to improve adoption allowing the business to fully leverage Salesforce functionality.
- Provided technical guidance on arch solutions within the salesforce Environment and third-party software (Conga CLM, Copado).
- Manage and provide support up to 8500 salesforce users end to end
- Designed and configured Workflow rule, process builder, Approval process, flow, validation rule with business owners.
- Trained new employees and having experience of training up to 10 employees.
- Handle all production level issues (Email, Calls, Escalation email), Identify, Analyse, verify and validate the Visualforce pages, apex triggers codes, classes. If needed changes sorted the issues with developer with the help of debug logs.

- Coordinated with business teams and technical teams.
- Successfully managed and delivered multiple Salesforce projects on sales cloud and service cloud.
- Configured Automation part (flow, approval process, process builder, Workflow rules).
- Support configuration in salesforce- including to creating custom objects, Tab, fields, validation rule, workflow, lightning page, page layout, data clean up, user Activation Deactivation, profile, permission set role, queue, public group and setup new Salesforce lightning path for different, different stages for particular user.
- Salesforce Tester: Deployment of data from sandbox to production, Verifying and validating the codes.
- Worked on data migration (Management) using Salesforce Data loader, import wizard and workbench.
- Worked and Report Dashboard tool configured & created different types of Reports & Dashboards. Also created Report type and deployed it for new reports creation as per the business requirement.
- Deployment Using Copado from lower (Dev to UAT to Prod).
- Good knowledge on Conga CLM (Contract lifecycle management) word, excel, Power-point, pdf format using conga composer 3rd party application created report and generated contract as per the requirement.
- Created criteria-based button through conga composer parameter for generating reports.
- Maintain ticketing tool service now, Jira, Azure bug.

**Bajaj FinServ Ltd (FuturZ Staffing Solution)**  
**Salesforce Administrator and Support**

June 2019 to May 2021

**Project Name & Client:** Bajaj FinServ Ltd. (Banking & Finance Application)

**Domain:** Banking And Finance

**Role:** Salesforce Administrator (Implementation, configuration, customization and support)

**Description:** Identify production risks and areas for improvement, prioritizes, designs and facilitates successful implementation and adoption of new processes.

**Roles & Responsibilities:** Technologies: Salesforce Configuration, Salesforce customization, Implementation and support.

- Fixing bugs, resolving users problems and collaborate with other team members and stakeholders.
- Tested functionality, performed debugging and carried out modification to conduct quality checks.
- Manage data imports, database de-duping and cleanup.
- Ticketing Tool Working on Azure Board and Zoho ticketing tool for resolution issue with priority and RCA.
- Mobility Handling mobility issue new user creation, activation deactivation.
- Validation: -Created and manage Validation rule as per business requirement.
- Data loader: Created more than 900 users through Data loader as per new business requirement.
- Implemented underwriting flow in Salesforce lightning.
- Security & Access Profile, OWD, roles and role hierarchies, sharing rules, manual sharing of records, public groups queues. Created New User (Activation, Deactivation, Modification) Profile and community User, Business process,
- Salesforce tester Understand business requirements and test its functionality.

**Iqra Technology (Aurangabad)**  
**Salesforce Support engineer**

2017 To May 2019

**Project Name:** -: Dmg Events (Middle east and UK) Support.

**Role:** - Salesforce Administrator and support.

**Description:** - Providing support to Salesforce users. Business and end user logged the tickets, based on the priority of tickets and cases resolved the issues and closed the tickets.

- Majorly Worked on support, Administration, Configuration, Documentation.
- Handling live cases/issues facing end users on Lead, Opportunity, Report dashboard and other custom object used for client business requirement and standard functionality of Salesforce. Administered multiple user's setup.
- custom object used for client business requirement and standard functionality of Salesforce
- Manage functional areas of data management. Reviewed current business process.
- Designed junction objects and implemented various advanced fields like picklist, custom formula field, field dependencies, validation rules, workflows, process builder and approval process.
- Reports & Dashboards: Created custom report type, worked with different type of reports & dashboards and Management Reports and Dashboards, Dynamic reports and dynamic dashboard, custom links of report etc.

## **Projects Summary**

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**Project:** - Underwriting Flow

**Role:** - Salesforce administrator.

**Description:** - To replace old manual system to new auto allocation system Implemented

Underwriting flow for particular users' role and profile.

**Roles and Responsibilities:**

- Understanding of complex requirement of project and be part of brain storming session for providing solution.
- Handling all stages of the project – requirement gathering, development, testing and delivery.
- Effective communication with the client.
- Customize and personalize Salesforce.com based on requirements.
- Migration from sandboxes to higher environment (Production) sandboxes with the help of Deployment tool Copado.
- Setup and create new Salesforce lightning page and path for different, different stages on object.
- Production bug fixing

**Project Lead Migration**

**Role:** - Salesforce Administrator

**Roles And Responsibilities**

- To replace "Multi Universe" fields with a single "Multi-Select Picklist" field and to identify and rectify the impact on other processes.
- Understanding of complex requirement of project and be part of brain storming session for providing solution.
- Removal of all "Universe" fields from Leads and Account objects.
- Creation of a Multi-Value Pick list "Shows Interest" in Leads and Accounts and make it visible on Lead/Account page for all users.
- Display of Show names in Multi-Value Picklist "Shows Interest" with show names in "Show" object.  
Migration of all existing data from "Account Universe" fields to single Multi-Value Picklist "Shows interest" and similarly for an Account object.