

# SAMIR SAYYAD

## Salesforce Functional/Technical Consultant

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## EXPERIENCE

### Salesforce Consultant

#### Capgemini India Private Ltd

11/2018 - Ongoing Pune City, Maharashtra

Capgemini SE is a French multinational corporation that provides consulting, technology, professional, and outsourcing services. It is headquartered in Paris, France. Capgemini has over 270,000 employees in over 50 countries, of whom nearly 120,000 are in India.

- Support over 2500 users and others throughout the organization as a certified Salesforce Administrator.
- Managed Salesforce requests/issues for 2,500+ Salesforce total end users.
- I was also recognised with 'Star Employee Awards' 2 Years in a row between 2018 and 2019.
- Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes.
- Working with management and end-users to create and manage workflow rules, data validation, processes and flows.
- Work with management, create and manage complex workflow rules, data validation, and triggers.
- Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval process.
- Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting.
- Work closely with Team Lead or Project Manager to develop a solution in accordance with the system design.
- Work with Manager to provide scope and timelines.

### Sr. Technical Support Associate

#### Quess Corp Limited

04/2014 - 11/2018 Pune, Fursungi IT park/ Maharashtra, IND

- Manage all technical communication between the support team and client.
- Resolve Salesforce issue tickets and actively participate in Outage bridge meetings.
- Provide suggestions and improvements to the existing architecture.
- Partnering with engineering, program management, and support teams within the service delivery organization to implement changes to process and technology.
- Work in active partnership with client's engineering teams and other cross company.

## EDUCATION

### Bachelor of Computer Application (Information Technology)

GPA

3.9 / 4.0

Swami Ramanand Teerth Marathwada University, Nanded

## SALESFORCE.COM CERTIFIED ADMINISTRATOR (ADM201 CERTIFIED)

### Databases

MySQL

SQL Server

MS Access

### Software Applications

HTML and CSS, Javascript

Apex

Lightning

Eclipse IDE Plug-in

Sandbox and Production

Salesforce Optimizer

Office 365

Apex Data Loader

## EXPERIENCE

### Sr. Technical Support Associate

#### Quesq Corp Limited for BMC Software

10/2015  10/2014 - 02/2016  Pune, SB Road/ Maharashtra, IND

##### Company Description

- Provide support to BMC customers and partners while being an advocate for their requests.
- Maintain ownership and follow through consistently on the communication of all Support Issues
- Continually increase your knowledge of the BMC product suite and other related technologies
- Communicate in a courteous and professional manner that inspires confidence in your ability to troubleshoot and resolve issues.
- Act as an internal resource for the Technical Support Department by increasing the knowledge of the department based on your area(s) of expertise, whether it is a BMC Module, solution knowledge, or other experience.

### Sr. Technical Support- Finance



#### Adp india Private Ltd

 10/2014 - 06/2015  Pune, Fursungi IT park/ Maharashtra, IND

- Manage the companys payroll, calculated wages based on hours worked and administer payments.
- Experience working with ADP, SAP HCM Calculate the correct amount incorporating overtime, deductions, bonuses etc. with assistance of a computer system.
- Process taxes and payment of employee benefits.
- Keep track of hour rates, wages, compensation benefit rates, new hire information etc.

### Sr. Technical Support Associate

#### Infosys Technology/BPM

02/2012  02/2011 - 09/2014  Location

##### Company Description

- Setup, Manage customer support team, Setup KRA, SLAs using fresh desk like customer support tools.
- Keep my team motivated.
- Keep tab on all issues which are reported by various sources.
- Keep in touch with the Product team for new releases and training teams according to their responsibilities.
- Check the quality of customer support tasks and plan the trainings & reinforcement sessions for improving in general customer support quality.
- Report to management about customer success reports.
- Invent/discover new channels and methods to improve customer success.

## ACHIEVEMENTS



### Winner of "Salesforce Hackathon" in my Team"

Played an integral part in almost all major projects of Salesforce in different verticals.

Designed and implemented a project that raised system efficiency by 23% through identifying bottlenecks and redundancies.

Populated and maintained the configuration workbook.



### 100+ Users CRM implementation

Handled the entire Administrative configurations, User Role/Profiling, Security settings, etc. of a large Enterprise implementation.

Conducted weekly brainstorming sessions with the team that generated 20+ implemented improvement ideas per week.

Developed process diagrams and data flow diagrams that improved understanding of system. Project led to a 30% rise in team satisfaction with the application.



### Conducted several 3-day Boot Camps on the Tool for Senior Executives & IT Leads-

Managed Case team for three months which consisted of 18 employees.

Soft Skills: Leadership, collaboration, communication, interpersonal skills

Summary- Salesforce Admin, Advanced Admin and PD1 Training Certified with 7+ years of experience in Desktop, Web product based development. Expert in Configuration, AppExchange, and proficient Lightning, Apex, Web Services. Previous duties include integration and administration of SFO (Salesforce for Outlook) for a 750+ user base.