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**Syed Saif Jawed**

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**EDUCATION**

**Nova Southeastern University** **Davie, FL**

*Bachelor of Science in Information Technology August 2017 - December 2022 (Estimated)*

**WORK EXPERIENCE**

**CyberGroup Infinity Dallas, Texas**

*Lead Salesforce Consultant*

*May 2021 - Present*

* Lead implementation specialist and consultant on Salesforce Projects.
* Served as the subject matter expert for technical and solution architecture that will include configuration, development, integration, and customization of complex Salesforce environments.
* Acted as Subject Matter Expert in CPQ, Sales, Field Service, and Marketing Cloud Environments.
* Elevated the clients experience as a knowledgeable liaison between technical teams, testing teams, and business stakeholders during the implementation phase.
* Interpreted technical and business strategy roadmaps and apply a detailed technical solution
* Collaborates with enterprise architecture, application development, infrastructure, and operations teams to ensure production applications deployments and any production activities are done without negative business impacts.
* Strong understanding and implementation of SDLC methodologies (Agile, SCRUM)
* Directly managed a team of Salesforce Consultants/Developers, coach, guide, mentor and monitor their performance and deliverables.

**The Sailor Group Winter Garden, FL**

*Implementation Manager & System Administrator November 2019 - June 2021*

* Acts as Lead Implementation Specialist for setting up new orgs and migrating data from different CRMs and data sources using data connectors and data loader tools.
* Administers overall setup, configuration, and maintenance of the Salesforce.com platform for the various new divisions and orgs.
* Serves as daily monitor for the internal Salesforce Service Console, acting as Tier 3 help desk researching and diagnosing and resolving user issues and requests.
* Installed and configured third-party and AppExchange integrations such as HubSpot, Panda Doc, DocuSign, Formstack, LinkedIn Sales Navigator, ZoomInfo, DupeCatcher, Ringlead, CPQ Tool.
* Performs system administration functions such as user management (profiles and roles), field and validation rule configurations, record types, picklists, page layout management, mobile setup, data management (uploads), email templates, folder management, and public groups, as well as other configuration items.
* Works with custom reports & dashboard, workflows, approval processes, and Lightning Process and Flow builder.
* Keeps acquainted through trailhead of new SFDC features and functionality and provide recommendations for process improvements to our Clients and Users.

**KEMET Corporation (Champion Consulting Group) Fort Lauderdale, FL**

*Salesforce Administrator & Business Analyst May 2017 – November 2019*

* Worked as Salesforce Admin & Business Analyst supporting a multi-continent global Sales team of

300+ Users using Sales, Service, and Marketing Cloud (Pardot).

● Designed, developed, and deployed various Apex Classes, Visual Force Pages, and Custom

Controller Classes and Apex Triggers and packages using Agile & Scrum SDLC Method.

● Designed Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval

Processes for automated alerts, field updates and Email generation for enhanced sales productivity.

● Provided quarterly webinar updates and training to internal users about the system.

* Closely involved in all phases of SDLC (Design, Development, Testing {Unit Testing, System

Integration Testing, UAT} and deployment from Sandbox to Production)

* Developed Custom tabs, validation rules, Approval Processes and Auto-Response for automating

Business processes.

● Upgraded apps from Salesforce Classic to Lightning to develop a rich and enhanced user interface.

● Documented and maintained a Salesforce Internal Standard Operating Procedure handbook for company best

practices

● Migrate Metadata from one sandbox to another sandbox using Force.com IDE tool, Change Sets.

● Created and maintained a custom CPQ tool and product booking tool.

**Nova Southeastern University Davie, FL**

*Technology Support Engineer January 2016 – May 2017*

* The first point of contact for all IT-related incidents logged in internal ticketing system, delivering

high quality support across all key University applications, networks, A/V, and desktops/laptops.

* Conducted technical trainings on core products and supporting technologies for both internal

and external users. Created and maintained internal documentation related to technical topic specialties.

* Performed Active Directory Services administration and management to include design, cleanup

and routine maintenance and configuration.

**LEADERSHIP EXPERIENCE**

**Champion Consulting Group Fort Lauderdale, FL**

*Business Analyst May 2017 – November 2019*

* Lead Business Analyst and Administrator at Champion for Multiple projects involving different teams

**The Sailor Group Winter Garden, FL**

*Implementation Manager/ Level 3 Support Lead November 2019-June 2021*

* Implementation specialist for newly setup organizations and Lead level 3 system administrator for help desk.

**The Sailor Group Winter Garden, FL**

*Lead Salesforce Consultant May 2021- Current*

* Directly managed a team of Salesforce Consultants/Developers to coach, guide, mentor and monitor their performance and deliverables.
* Lead implementation specialist and consultant on Salesforce Projects and elevated the clients experience as a knowledgeable liaison between technical teams, testing teams, and business stakeholders during the implementation phase.

**TECHNICAL SKILLS & INTERESTS**

* **Salesforce Technologies** - Salesforce CRM (Sales, Service, Marketing, & Community Cloud), Salesforce Classic & Lightning, Apex Triggers, Flows, Apex Classes, SOQL, VisualForce Pages (Controllers), Workflow, Approvals & Process Automation, Dashboards, Reports, Analytic Snapshots, Validation Rules, Formula, Custom Objects, APEX Data Loader, Service Cloud, Sales cloud, Pricing, Jitterbit
* **Salesforce Tools** - Eclipse IDE Plug-in, Force.com Excel Connector, Force.com Migration Tool, Force.com Data Loader, Connecter for Outlook
* **Data Migration Tools** - Eclipse IDE Plug-in, Force.com Excel Connector, Force.com Migration Tool, Force.com Data Loader, Connecter for Outlook
* **Languages** - Apex classes, Apex Triggers, VisualForce, SOQL, SQL
* **Web Technologies** - VisualForce, HTML , CSS, SOAP and REST web services.
* **Project Management Tools** - Azure DevOps, Jira, MS Project, MS Word, MS Excel, MS PowerPoint

**CERTIFICATIONS**

* CPQ Salesforce Specialist
* Salesforce Certified Administrator
* Tableau CRM & Einstein Discovery Consultant Certified
* CompTIA A+
* Microsoft Office Specialist (MOS)
* Apple Certified Mac Technician (ACMT)
* Google IT Support Professional Certified