IMDAD HUSSAIN

Email ID:-
imdadhussain.imd@gmail.com
Contact number: -
+917070806469
Skype ID: imdadhussain.imd

Residing address: -
M 28, Abul Fazal Enclave Part 1, near Shan e Ilahi Masjid, New Delhi-110025
Permanent address: -
ShahToli AT/PO: KakoDist: JehanabadBihar-804418

Personal data:-
Date of Birth: 20-02-1993
Gender: Male
Nationality: Indian
Marital Status: Unmarried
Father'sName:
Manzoor Hussain
Languages known:
English, Hindi, Urdu

Hobbies:
- Playing Cricket,
- Riding Bike
- Listening Songs

Achievements:
- Captain of my School and College cricket team.
- Class representative of my class in 2010-2011.
- 2 times best employer award.

Objective

Looking forward to a challenging and promising career that gives me unlimited opportunities to grow and learn, in today's highly competitive and volatile corporate.

Academic Qualifications:

- Bachelor of Engineering in Electrical & Electronics Engineering from SIRT-S, Bhopal, M.P in 2010-2014.
- Completed HSC from D.P.C.S.S(MILLAR) Inter School, Patna, Bihar in 2009.
- Completed SSC from Kako High School, Kako, Bihar in 2007.

Summary of Working Experience:

I have total 5 years of experience as a software engineer. I am working as **Senior Salesforce Administrator** for **WhitehatJr**, which involves customizations and configurations in **Salesforce.com** from October 2020 to till now. I also worked in **Worddenevo Tech Solutions Pvt.Ltd** as **Salesforce Consultant**, having 3.2 years of experience & also 1.2 years of experience **in Landshark LabsPvt.Ltd** as **DevOps Engineer**.

Role & Responsibilities:

As a Salesforce consultant, my role is to:

- Have worked on configurations.
- Experience in Salesforce lightning as well as classic.
- Responsible for creating Assignment rule, escalation rules, Auto response rules, Email to case, web to case.
- Responsible for customizing custom fields, Page Layouts, Record Types, Workflows and Approval Process, Validation Rules.
- Customization that includes setting up Roles, Profiles, Sharing Rules, Reports, Dashboards.
- Hands on experience on Apex Data Loader, Import Wizard, Workbench, Salesforce Inspector.
- Experience in Sales cloud- Experience working in Lead, Opportunity, student, account and Contact.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
- Experience in communicating with the clients and documentation of the tickets over reports.
- Performed Deployment Activities from Sandbox to Production.
- Extensively worked on data migration

Professional Experience/Project:

CURRENT PROJECT DETAILS:

- **Employer: WhitehatJr**
- **Cloud: Sales Cloud**
- **Client: WhitehatJr**
- **Team Size: 25**
- **Commence Date: October 2020 to Till Now**
- **My Role: Sr. Salesforce Administrator**
- **Technologies Used:** Salesforce Configuration, Workbench, SOQL, Salesforce Inspector, Data Loader, Zendesk etc.

- **Project Description:** It is a coding learning program, where kids are taught to code online. Working as a Senior Salesforce Administrator for WhitehatJr to provide solutions for enhancement of the company. My primary role is to develop the product and add security for a bug free product which is user friendly and configuration.

THIRD PROJECT DETAILS: This was an E-Commerce CRM based project where customer's interactions were handled by the use of Service Cloud of Salesforce.

- **Employer: Worddenevo Tech Solutions Pvt.Ltd**
- **Cloud: Service Cloud**
- **Client: Maharah**
- **Team Size: 6**
- **Duration of Project: 10 Months**
- **Commence Date: December 2019 to Till Now**
- **My Role: Salesforce Consultant**
- **Technologies Used:** Salesforce Configuration, SOQL, Customization, Data Loader etc.
- **Project Description:** An E Commerce which is going to provide support for minor home maintenance services with the help of plumbers, technicians, electricians, carpenters and others. A website created on PHP handles the front end and support agents handles customer issue and resolution through Salesforce service cloud at end user.

SECOND PROJECT DETAILS: This was Real Estate domain CRM based project where customers interactions were handled using Sales and Service Cloud of Salesforce.

- **Employer: Worddenevo Tech Solutions Pvt.Ltd**
- **Cloud: Sales and Service Cloud**
- **Agile Project**
- **Client: Baceline Investments, Denver**
- **Team Size: 6**
- **Duration of Project: 19 Months**
- **Commence Date: May 2018 to November2019**
- **My Role: Salesforce Consultant**
- **Technologies Used:** Salesforce Configuration, SOQL, Customization, Data Loader etc.

- **Project Description:** This Company is of a real estate domain where sales cloud was the first phase of the implementation and the service cloud at the second.

  Baceline investments is a premier private real estate investment and management company that believes in strengthening America's real estate communities and Salesforce is their helping hands and we were one the vendor partners.

FIRST PROJECT DETAILS: This was electronic equipment domain CRM based project where customer's interactions were handled by the use of Sales andService Cloud of Salesforce.

- **Employer: Worddenovo Tech Solutions Pvt.Ltd**
- **Cloud: Sales and Service Cloud**
- **Agile Project**
- **Client: Medion**
- **Team Size: 6**
- **Duration of Project: 10 Months**
- **Commence Date: July 2017to April 2018**
- **My Role: Salesforce System Administrator**
- **Technologies Used**: Salesforce CRM, Data Loader

Project Description: This client is a leading manufacturer of electronic products such as business machines, computers, laptops, DVD Players. They are using Salesforce application to sell their different categories of electronic products. Sales representatives create Prospects by conducting campaigns and convert them into leads by follow-up and by conducting a meeting. After converting them into leads converts into opportunities by explaining to them about products. This will provide services to the sold products. In Salesforce we implemented the services using case object.

Role & Responsibilities:

 As a DevOps Engineer, my role is to:

- ➢ Linux
- ➢ Scripting for various purpose.
- ➢ Web-Server installation & configuration (Apache & Nginx).
- ➢ Create instance (EC2, S3 Buckets, Glacier, RDS, and Storage Gateway etc.) in AWS.
- ➢ Replication on MYSQL and MongoDB.

Professional Experience/Project:

Sharkops:

Objective: A Server Automation System.

Description: It is a SaaS (Software as a service) based product that provide improve your Operational efficiency. This automation system will help the user to directly add/remove Provide privileges to new users to the server of a particular company through UI. So, any Less non-technical user can also work on server part.

I worked on some others project like
- ➢ Darsham

- ➢ Tolexo

Strengths: -

- Very keen to learn new things.

- Committed towards goal.

- Easy adaptability and ability to work in multi-culture environment.

- Willingness to learn with positive attitude.

- Coordinating skills.

I hereby declare that the above-furnished details are true to the best of my knowledge and I assure you that if placed at your esteemed organization, I would do my job with utmost sincerity and to the best satisfaction of my superiors.

Place:

Date: **(Imdad Hussain)**