

**Sabir Aslam Shaikh**

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+91 9970697897 **Date:**

**Place: Pune**

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| **Certifications Summary** |
| * **Salesforce Certified Force.com Administrator (ADM 201 – WI 13)** * **Salesforce Certified Force.com Advanced Administrator (ADM 211)** * **Salesforce Certified Platform App Builder** |

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| **Currently working as a Senior Salesforce Administrator// Incident Lead on Sales Cloud, Service Cloud & Lightning App Builder.** |  |
| * Currently associated with **Syngenta Services Private Limited** since **15th September, 2017**. * Completed Salesforce Certification. * Working on **Agile Mythology** * System administrator and application configuration expert for Salesforce.com. * Enhancements including complex formula fields, field dependencies, validation rules, workflow rules and approval processes, and reporting and dashboards. * Configuration and maintenance of user security permissions and hierarchies to comply with organizational requirements. * Providing system administration support of internal and customer-facing Salesforce environment, especially related to customized applications, user permissions, security settings, custom objects and workflow. * Development, enhancement, debugging, supporting, analyzing, maintaining and testing new/existing functionality which supports internal business units or supporting functions. * Participation in all phases of the software development lifecycle, including discovery, analysis, requirements definition, solution design, configuration, code development, testing, deployment, and support. * Communicating with other admins and development team when necessary to troubleshoot and solve advanced/complex technical issues. * Providing assistance and/or taking ownership of escalated or complex issues or problems and following through to resolution. * Assisting in training of new users, and to grow the Salesforce skill set across the organization. * Collaborating with various internal departments, including marketing, product development and operations, to ensure Salesforce environment supports internal needs relating to functionality and performance qualifications. * Participation in continuous process improvement efforts related to the design and programming of functionality. * Providing day to day end user support and assisting users with best practices to improve and increase their knowledge of Salesforce.com * Managing all changes rolled out to Salesforce ensuring that all users understand changes prior to rollout. * Creating and maintaining fields, views, reports, dashboards, campaigns, validations and other salesforce.com objects and functions, including creating custom objects when necessary * Monitoring and improving data quality. * Manage third party integrations being used in Salesforce. * Work well with clients and communicate effectively with internal teams. * Strong technical skills with the ability to coordinate and ensure the success of Salesforce tool. |  |

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| **Roles & Responsibilities** |

**Senior Salesforce Administrator // Incident Lead**

* Responsible for coding, developing, integrating and implementing Salesforce user stories, Support request.
* Responsible for new development along with providing oversight of L1/L2/L3 support for existing developed functionalities by support of team of 4 admins, 4 Developers and a tester.
* Leading the team of admins/configuration specialist and ensuring thoughtful and technically enriched solutions as part of new and existing development.
* Responsible for heavy configuration within Sales and marketing Cloud responsibilities.
* Acting as a point of contact for team members as a resource on all Salesforce trouble-shooting issues.
* Providing support to users and team members, pertaining to Salesforce functionality, incident resolution, and system configuration.
* Researching and communicating technical problems associated with Salesforce, and resolving it within SLA.
* Closely partnering with business stakeholders to clarify and solidify the business requirements.
* Leading and driving initiatives to success from kickoff to touch-down.
* Manage queue support request and assigning them to the team and providing the resolution ASAP.
* Proactively identifying issues and informing the client’s about the root cause.
* Trouble shooting for client’s issue checking debugs log and providing a proper resolution.
* Closing support request on SDR basis.
* Doing all Admin work like Creating New Users, Roles, Profiles, Permission Set, Validation Rules, Workflow & Approvals, Process Builders Reports & Dashboards, and all other salesforce Customization & Configuration etc.
* Involved in Deployment and migration through Jenkins, Change set.
* Tools: Jenkins, Git, Workbench, Data Loader, MavensMate.
* **License Management and automation**
* Complete license management, including license allocation, release and transfer.
* Presenting weekly license status report to license manager, business and management.
* Designed and developed License management process to control license spend to save cost to the business.
* Designed and developed licenses allocation and approval matrix to avoid invalid license allocation.
* Designed and successfully deployed automated user creation in Salesforce.
* **Build & Maintain Business Admin Network in EAME region**
* Designed and managed business admin network, Weekly call with all the country business admins of EAME region to review and discuss country specific activities.
* Quarterly meeting with country admins to take their suggestions, ideas to improve support processes.
* Provided BA’s with the platform to submit their requirement to simplify and automate their manual activities.
* Coordinate with country BA’s in regards to issue handling and building a good network to handle country specific escalations.
* **Release communications and Deployment Schedule Management**
* Working with release manager to prepare and release pre and post deployment communications to internal teams and business users.
* Help to schedule maintenance downtime and communications to business and all the related stake holders.
* Help and prepare new deployment presentations to business and internal users.
* **Incident Management:**
* Co-coordinating with all support teams to resolve cases within the SLA.
* Managing the availability of resources to handle the cases.
* Creating, coordinating, managing and resolving the cases.
* Provides resolution within stated SLA as per entitlement
* Solving users issues with the help of Salesforce.com knowledge Articles and User system.
* Creating and editing knowledge article for known solutions.
* Preparing report of daily resolved incidents.
* Taking follow up of all the Unresolved/pending issues.

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| **ACHIEVEMENTS // PROJECTS** |

* Completed 3 countries rollout projects on my own with a team of 2 people, where it was delivered before the timeline.
* Developed new configuration, customization & setup for the new countries which was asked by them.
* Worked closely with the EAME business to understand and solve their issues or queries during hyper care period.
* Provided Salesforce training and release presentations to all the business users.
* Presented team objectives of on time quality services to build the confidence in business.
* Designed and developed strong admin network between support team and business.
* Integrated with all the business users to bring them closure to advanced Salesforce technology.
* Received Value Award for implementing new functionality in current company.
* Received “Monthly & Quarterly” Award for significant work towards project.
* Almost won R & R for every month from the past 4 years in previous company.
* Received multiple appreciations from Client, Delivery manager and Project manager for efforts put in project and completing the targets in deadlines.

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| **PAST PROFESSIONAL EXPERIENCE** |

**A} Employer : Cognizant Technology Solutions Limited**

**Duration : May 2014 to September 2017**

**Designation : Salesforce System Administrator**

**Job Profile:**

* Worked as an SME & Assistance TL in absence of Team Manager.
* Coordinating with Internal team for help if required.
* Worked on Admin work like Creating New Users, Workflow & Approvals, Process Builders Reports & Dashboards, and all salesforce Customization & Configuration etc.
* Achieving Weekly, Monthly and Yearly targets.
* Documenting all the processes and issues for future reference and benefit of the team.

**B} Employer : IBM Global Process Services.**

**Duration : September 2012 to April 2014**

**Designation : Senior Technical Support.**

**Job Profile:**

* Worked in Inbound Voice process for Virgin Media National
* Worked as a Technical Support for ISP
* Worked for ADSL connection (Asymmetric Digital Subscriber Line)
* Handling Customer’s Broadband Issue & Telephone issues.
* Also handling some Salesforce Admin work

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| **EDUCATION and QUALIFICATION** |

* **Bachelor of Commerce** from Pune University in 2013
* Higher Secondary Certificate from Maharashtra Board (XII) in 2007
* Secondary School Certificate from Maharashtra Board (X) in 2005

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| **PERSONAL INFORMATION** |

* Name : Sabir Aslam Shaikh
* Date of Birth : 07th July,1989
* Gender : Male
* Passport Number: K1788636
* Pan Number: BVXPS6686K
* Marital Status : Married
* Nationality : Indian
* Language Proficiency: English, Hindi, Marathi.