Muzafar Khan (CERTIFIED SALESFORCE ADMINISTRATOR)

Mobile: +91-8484935515

Email – muzafar.zak@gmail.com

Objective:

Seeking a career enhancing position in a reputed organization where I can utilize my skills and abilities, which offers Professional growth while being resourceful, innovative and flexible.

Summary

Certified Salesforce Administrator professional with 4.8 years of experience seeking a position in salesforce platform with your organization to utilize acquired human resources and customer service skills so that I can grow and channelize my potentials and skills in the right direction for the benefits of myself, and that of the company.

WORK EXPERIENCE

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CONCENTRIX TECHNOLOGY INDIA PRIVATE LIMITED April 2022 -Present

Salesforce Support Analyst Bengaluru

* Support global business users (via cases or on telephone) across Customer Operations with Salesforce.com (CRM, PRM, and Service Cloud) application and its Apply configuration changes (i.e., create new field, new values for drop down list) to Salesforce.com application, when applicable.
* Create dashboards and other ad hoc reporting requirements.
* Facilitate quick win enhancement requirement discussions between business and IT.
* Work with IT to address system bugs and develop workaround solutions.
* Develop user test cases and complete user testing, as required.
* Support “war room support” (immediately after major program launch) as well as ongoing support for implemented

 functionality.

* Daily administration and support, including but not limited to managing multiple user setups, profiles and roles,

 customization of objects, fields, record types, page layouts and validation.

* Working with management, strategic planning & analysis staff and end-users to create and manage complex workflow rules, data validation, and triggers.
* Develop and create customized reports and dashboards.
* Keeping track of new Salesforce features and functionality and providing recommendations for process improvement.
* Train new and existing users on how to use database applications.
* Understanding the project milestones and completion of targets based on project KPI.
* Mass data import, export, upsert and data migration using data loader and workbench.
* Salesforce user Training for all departments – Sales, Marketing, Channel, Services and Presales.
* Keep application users informed about system functionality and enhancements. Provide application users with technical support.
* Creating and maintaining documentation on processes, policies, application configuration.

Auromax Technologies PVT. Ltd Hyderabad (Duration June 2019 to Feb2022)

Salesforce Administrator |

* Organization setup: Company profile, business hours, currency management (worked with multicurrency environment & issues).
* User setup: Setting up users as per requirements, solved user locked out account issues.
* User interface: set UI settings as per user requirement, list views, home page layout, created page layouts, related lists and other components on a record detail and edit pages, mini page layout, multiline item layout for opportunity.
* Security & Access: OWD, roles & role hierarchies, manual sharing of records, sharing rules, public groups, Good experience on Profile permissions & settings, permission sets, field level security, record types.
* Standard & Custom Objects: Create & customize Objects, mostly every type of fields, Apps, page layouts, sales process, Designed Custom Formula Fields, Field Dependencies, etc. Extensive experience on objects like Leads, Accounts, Contacts, Opportunities, Products &Pricebook and Reports & Dashboards.
* Sales & Marketing Applications: Having basic knowledge of big deal alert, competitors, team selling; Hands on experience on Products & Price books, printing schedules; Lead management –lead field mapping, lead conversion; Basic knowledge of campaign management.
* Service & support Applications: Having knowledge of Cases, Solutions, Case Management, and Case Assignment & Case Escalation.
* Activity Management: Creating tasks & events.
* Data Management: Importing & exporting data using tools like the Data Import Wizard & Dataloader.
* Analytics – Reports & Dashboards: creating custom report type, using different report formats, summarizing & filtering data, charting & scheduling reports, using conditional highlighting in reports. Dashboard components, chart types, scheduling dashboards, running users.
* Workflow & Automation: Automated Email alerts & field updates according to application requirements. Extensive experience of Automation like Workflows, Approval Process, Process Builder, Validation rules, Assignment rules, Escalation rules, Duplication & Matching rules for satisfying complex business process automations.
* FormAssembly: Using Form Assembly I have created different forms based on requirement and connected the salesforce object and fields.

Professional skills:

* Excellent communication, motivational, presentation skills, and ability to work independently or as part of a team on multiple projects.
* Organizational skills and detail orientation with ability to multi-task in a fast-paced environment with competing priorities.
* Demonstrable excellent written and verbal communication skills
* Great organizational skills and reliability to work to deadline
* Interpersonal skills to communicate across all levels of the business.
* Ability to learn quickly and be comfortable asking questions and seeking answers
* Strong team player, ability to lead peers in accomplishment of common goals
* Ability to interact with business users and translate business needs into solutions.
* Familiar with MS-Office (Word, Excel, Power point etc.)

Technical skills:

* Salesforce Administration and Configurations
* Apex Data Loader and Data Management
* Reports and Dashboards
* Automation through Workflow, Process Builder, Flow
* Sales & Service Cloud Basics, Einstein Prediction Builder
* Object Relationships
* User Management

**Education Details:**

* Instrumentation engineering (Pass out in 2018)
* Diploma in E & TC (Pass out in 2015)