



Zoeb Khan

Sales Force Admin – CPQ

My Contact

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📍 Hyderabad

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Hard Skill

- Program Management.
- Escalation Management.
- Maintaining SLA/SLO.
- Scrum planning.
- Salesforce Admin
- Agile methodology

Soft Skill

- Time management.
- Report & Dashboard
- Decision making
- Problem solving.
- Excel & PPT
- Salesforce Certified 201.

Education Background

- B.E In Computer Science
RTMNU University
Completed in 2018
- Diploma in Computer Engineer
MSBTE
Completed in 2015

About Me

I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.

Professional Experience

Global Logic | Salesforce Admin

- Working on Quote and opportunity, applying discount validating Quote.
- DocuSign, Renewals opp.
- maintaining the Case Queue.
- CPQ Implementation.

Google Via Artech Infosystem. | Salesforce Sales

July 2022 – August 23

- Creating & terminating Salesforce user accounts, allocating roles / profiles / workflows, managing access, maintain database hygiene, training users on sales policies change, Salesforce updating & issue resolution, end-user support & performing database maintenance tasks including diagnostic tests (UAT), duplicate entry cleaning
- Hands on experience in CPQ, Sales, building custom reports and dashboards as per Sales Director & Sales Leaders needs for sales forecast.
- Maintaining SLA/SLO.
- Salesforce configuration changes, including (but not limited to): Workflow, Process Builder, Flow, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, dashboards and reports.
- SFDC Admin activities.
- Provide training to new joiners.
- Gather requirements, translating into best practice, scalable solutions with a focus on exceptional user experience.
- 2+ years of experience with CPQ implementation, maintenance and support.
- Workflows, Approval processes, Flow Builder, Lightning App Builder Data Management, Sales and Marketing Applications.
- User Set Up, clean up.

Jan 2020 – July 2022

HCL Technology | Analyst

- L1 Agent
- Sales force admin.
- Standard and Custom Objects, User Set Up.
- Security and Access.
- Analytics, Reports and Dashboards.
- Data Management.
- Performing database maintenance tasks, including diagnostic tests and duplicate entry
- Evaluating and installing new Salesforce releases, as well as providing training and support..