

Syed Rizwan



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Objective: To secure a Challenging position that utilizes my years of experience, while allowing me the opportunity to grow professionally. I offer strong interpretation skills to develop globe customer solutions with thought leadership and integrity, excellence interpersonal, oral and written communication and presentation skills, functioning both independently and collaboratively with an outgoing personality.

Core Skills

→ Relational Database → Data Analysis → Data Audit → Web-based Reporting Tools → Strategic Planning and Forecasting → Business Planning → Project Management → Time Management → Team work skills → Verbal and Written Communication.

Professional Experience

Spaceout Technologies, Hyderabad

Salesforce Business Analyst – India (Client: Tech Mahindra)

(January 2020 – Till Date)

Business Analyst – Operations

- Monitor forecasts and client data for changes of offered solutions.
- Works with project managers, establishes and manages the software development lifecycle (SDLC) for IT.
- Develop work plan timelines and manage workflows to meet project timeframes.
- Assists in the development of implementation plans Oversees the development and execution of training and user acceptance testing plans.
- Provide assistance to IT staff in regards to change Management policies and procedures.
- Follow all project management framework standards, procedures and documentation.
- Contribute to Change Management process improvement initiatives.
- Development, maintenance and administration of Governance repositories: Licenses, maintenance & support, assert inventory, crisis management.
- Knowledge of Microsoft Office, Microsoft 365, and Project Management Framework is a plus.
- Self-directed, self-motivated, independent worker.

Persuit Inc - USA (Client : KROGER, Charlotte, NJ)

(Dec 2018 – Dec 2019)

Salesforce Administrator

- Responsible for performing Administrative functions in salesforce.com.
- Daily duties include creating User accounts for customers, partners, dealers and prospects.
- Created Custom Objects, Tabs, Fields, Related Lists, and Custom Views etc.
- Created validation rules to ensure high quality data is being put into Salesforce.
- Created simple workflow rules that will send out an email to the appropriate or concerned manager when a relevant case is submitted into Salesforce.

- Implemented Chatter, and developed visual force page for the mobile application.
- Created Visual force pages to provide customer status to different geographical location filters.
- Monitoring mass emails and their templates.
- Involved in setting up Roles and Profiles, in setting up and creating cases for selective dealers.
- Implemented Chatter and Communities functionality in Salesforce.com.
- Created custom views in cases to allow managers to see and track issues specific to their product line.
- Effectively created the Picklists, Dependent Picklists and Junction Objects to establish the connectivity among objects.
- Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role Hierarchies, Profiles and Sharing settings.
- Trained users to customize their profile, chatter settings, update reminders, views, tabs, alerts, and reports.
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application considering governor limits.

Hisaka Middle East Co Ltd., (Saudi Arabia)

Dec 2011 – Dec 2015

Salesforce Analyst

- Created Lightning components and utilized them in the lightning pages and communities.
- Developed VisualForce pages, Lightning community and integrated them using page variations.
- Created communities using the lightening community builder and inserted several custom lightening components.
- Created Lightning components and utilized them in the lightning pages and communities.
- Configured and Customized the Salesforce Standard Object and created Custom Objects required to meet the business requirements.
- Worked on creating Automation Processes like Workflows, Approval Processes, Process Builders and Apex Triggers.
- Worked on maintain the Application security by creating Profiles, Permission Sets, Sharing Rules, Roles and ensured Data quality by providing Validation Rules.
- Written Apex Classes, Apex Triggers, Batch Apex Classes.
- Developed apex classes for numerous applications and migrate them from sandbox to production after testing.
- Written several test classes for the efficient code coverage.
- Created several visual force pages and integrated them with JavaScript and CSS.

Other Skills and Accomplishments

- Database: MS-SQL Server 2000/2005/2008, Ms-Access.
- Languages: HTML, CSS, .Net.
- Strong working knowledge of MS office, MS outlook, excel and Internet explorer.
- Strong interpersonal communication, presentation, negotiation and management skills.
- Strong team working and networking skills to create business opportunities and synergies.
- Excellent customer service and problem-solving skills.
- Quick learner, detail oriented and ability to adapt new processes in limited time frame.

Education

2016-2018

University of the Cumberland (Kentucky, USA) - Master of Science (M.sc) In Information Security Systems.

2006-2010

Jawaharlal Nehru Technological University Hyderabad - Bachelor of Technology (Information Technology).

2004-2006

Board of Intermediate - MPC (Math's, Physics, Chemistry)

2004

Board of Secondary school (S.S.C)

Personal Details

Nationality : Indian

Marital status : Married

Permanent Address: Kaladera Colony Malakpet, Hyderabad, Telangana-500 024

Date:

Name : Syed Rizwan