



SHAIKH JAFAR

CAREER OBJECTIVE

To enhance my working capacities, professional skills, Business Efficiencies and enrich my skills according to the latest technologies and to work towards achieving the organizational goals.

OVERVIEW

Salesforce Administrator: (June 2018 - Present)

- 3 years of working experience in Salesforce wherein I've worked on Configuration changes, Data migration, development activities, etc.
- Worked on various salesforce.com standard objects like Accounts, Contacts, and opportunities, Cases, Leads, Campaigns, Reports and Dashboards. Working on Automation using Flow, Workflow, Process Builder
- Created various profiles and configured the permissions based on the organizational hierarchy. Creating and executing unit Test
- Created and designed Custom Object, Fields etc.
- Data Modeling like Database & Objects in Salesforce, Apps & Tabs in Salesforce, Global Picklist & Field Dependency, Relationship, Validation Rules, Roll-up Summary, Fields, Master-Detail Relationship, Lookup Relationship, Lookup Filter & Schema Builder, Cross Object Formula Field.
- Data migration using tools like Data Loader, Data import wizard, Workbench.
- Data Security like Level of Data Access, User Management (Control Access to the Organization), Profile Level (Object Level Security), Field Level Security, Record Level Security, Managing Password Policies (Control Access to Organization), Restrict Login Access by IP Address (Control Access to Organization), Restrict Login Access by Time (Control Access to Organization), Permission Sets (Object Level Security), Organization Wide Default, Role Hierarchy, Sharing Rules, Manual Sharing



- Ensure data integrity by merging duplicate Leads, Contacts, and Accounts, performing mass uploads and updates of data as required, removing unnecessary fields and data, ensuring screens, fields and workflow have accurate names and reflect current workflow
- Provide general support to all users, manage ongoing support requests and administrative needs of users, monitor and resolve issue/bug/cases related to Salesforce
- Worked on Workbench tool in that manage data, write SOQL, SOSL queries and reset password, and retrieve metadata.
- Worked on Conga composer to create new template and merge it and field mapping on template using Adobe Acrobat DC and add templates to custom button and link and test it.
- Worked on Qlik Sense Power BI tool in that create connection with salesforce org. and oracle, load data, sync data, create report and dashboard.

CORE COMPETENCIES

Application Support

- Regularly communicating with Client for requirement gathering.
- Analyzing problems, data gathering, fact-findings, and brainstorming the solution.
- Managing quality of support.
- Maintain the deployment process with version control tools.

Training & Development:

- Responsible for improving the productivity of the organization's fresher recruited candidate for salesforce Admin. Company-wide developmental to drive training initiatives and identifies and arranges suitable training solutions for those candidate.
- Develop appropriate and effective training methods and material, Execute the customized Salesforce training plan.

APPLICATIONS WORKED ON

- Salesforce CRM
- Conga composer
- Adobe sign
- Qlik Sense.

PROJECTS

Project Title: Approval processes for discount approval, amendment add in product and product cancellation.

Role: Team Player

Responsibilities: Create approval process on sandbox test it and make changes according to requirement.

Description:

- **Discount Approval:**
If some user wants a discount at any stage except few stages then approval are required from ED & VP. In this Approval, ED & VP are dynamically chosen based on the show. If the total discount amount is > 10 then approval is required.
- **Amendment add in product:**
If some user wants to add product when a stage is contract approved then approval is required from ED. In this Approval, ED is dynamically chosen based on the show.
- **Product Cancellation:**
If stage is contract approved & some user wants to cancel the product then approval for product Cancellation is required from ED. If Refund amount is more than 25K USD then approval from VP is also required.

Project Title: Restructuring Security

Role: Team Player

Responsibilities:

- Understanding client requirements.
- Implement the solution on Dev sandbox
- Creating documentation
- Testing with all test cases.
- App used: Salesforce

Project Description:

Configure Org wide security with different permission sets and permission set groups.

Project Title: Mapping and generating templates

Role: Team Player

Responsibilities:

- Gathered information and blank templates.
- Creating documentation. Test scripts and
- Add in template in custom link and button.
- App used: Salesforce, conga composer.

Project Description:

Merge and mapping fields on templates using Adobe acrobat pro DC and conga composer.



Project Title: Visualize data on dashboards using Qlik Sense

Role: Team Player

Responsibilities: Get connection with salesforce and load data in Qlik Sense

Description:

Create manual connection with salesforce org, load data, add scripting sync data, do ready for create reports and dashboards.

Project Title: Editable related list on agent object

Role: Team Player

Responsibilities: Create inline edit page on sandbox and test it.

Description:

- Edit the record in a related list of an object without opening the detail page.
- This scenario we have implemented by apex customization with following steps:
- Created a VF page that will have ability to edit records just by double clicking the field value (Inline Editing)
- Added this VF page to the object page layout and remove the related list from the detail page layout.
- The UI of VF will be similar to a related list.

SKILLS

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|---------------|---|
| • Environment | – Salesforce |
| • Language | – Apex, Trigger, SOQL, SOSL, DML, VF page |
| • Tools | – Workbench |

EDUCATION / QUALIFICATIONS

Bachelor in Computer Application

Maulana Azad Collage

Passed: 2017

Higher Secondary Certificate

Maharashtra State Board

Passed: 2014



Personal Information

Date of Birth: 20th June 1995

Languages: English, Marathi, Hindi

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