Shaikh Saifullah

SALESFORCE ADMIN

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# SUMMARY

Salesforce Administrator with 2 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.

# EXPERIENCE

## SALESFORCE ADMIN

Iqra Technology | Aurangabad | July 2018 – To – November 2020

Responsibilities Include:

Organization setup: Company profile, business hours, currency management (worked with multi-currency 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, multi-line 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 & Pricebooks, 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.

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.

Handling live cases/issues facing end users on Lead, Opportunity, Report dashboard and other custom object used for client business requirement and standard functionality of Salesforce.

 Manual testing: Deployed any automation process like Workflow, Process builder and Validation rules when it will completed then we need to test and check each and everything working fine or not.

Make the notes for manual process and also make the help video.

For Jira : Create the new ticket if we have got any new requirement and we will start the work on this, and updates the comments.

Projects Completed:

1. Name: Approval processes for discount approval, amendment add in product and product cancellation.

Company/Institute: Iqra Technology



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[trailblazer.me/id/ssaif2](https://trailblazer.me/id/ssaif2)

#  EDUCATION

**BCA (Jun 2015 - July 2018)**

MGM’s College of CS&IT Nanded, SRTMUN | 53%

| Nanded, Maharashtra

**HSC (April 2013 - Jun 2015)**

Yousufiya Junior College Nanded | 56% | Nanded, Maharashtra

**SSC (2013)**

Dr. Iqbal Urdu Model high School Ardhapur

| 68% | Nanded, Maharashtra

# SKILLS

Salesforce Admin Form Assembly MS Office

# LANGUAGES

English

Hindi

Urdu

# HOBBIES



Cricket Travel

 

 Watching YouTube

Description:

Discount Approval: If some user wants Discount at any Stage except few stages then approval is required from ED, PD & VP. In this Approval, ED, PD & VP are dynamically chosen based on the show. If Total Discount Amount is > 10 then Approval is required.

Amendment add in product: If some user wants to add product when 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.

1. Name: Web to lead forms for educational institutes.

Company/Institute: BEAM (Bukhatir Education Advancement & Management). Description: Created web to lead forms for the 6 educational institutes of the BEAM group such that when the registration occur at the any of the educational institute, the lead gets automatically generated in the Salesforce and gets added to their respective campaigns.

## Direct Lead Assign to Agent & Lead owner Project

Client: DMG Events Middle East, Asia and South Africa

Roles and Responsibilities:

# PERSONAL DETAILS

Address

H.23 Pasha Colony, Near Tehsil office, Ardhapur, Dist. Nanded 431704, Maharashtra

* Created a process builder with the entry criteria's based on show/event, lead owner and the country, such that if the entry criteria's gets fulfilled, then the action on lead object with "Sent to Agent" checkbox gets checked.
* Once the "Sent to Agent" checkbox gets checked, the trigger will be fired for updating the "Agent Contact Details" on the lead object.
* After that agent details get updated in leads then agent will see the leads data in Magentrix Agent Portal