

Contact

Address:

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Phone:

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E-mail:

Syedfayaz0007@gmail.com

Qualification:

BTECH – CSE(2012 -2016)  
GPA – 7.4

Certification:

Certified Salesforce Admin,  
Salesforce Ranger.

Trailhead:

<https://trailblazer.me/id/syedfayaz>

Technical Skills:

SOQL,SQL,HRMS,AWS,SSRS,SSIS,TABLEAU,EXCEL  
DATA ANALYSTIC,MACROS.

Skills

Salesforce Customization  
And Configuration

Advanced

Salesforce Administration  
(Sales And Service Cloud)

A highly resilient and goal-driven individual with over 5+ years of extensive experience in the IT field, possessing a deep-rooted passion for new technology. Eager to continually expand their knowledge and actively seeking opportunities to apply their skills to drive organizational growth. A committed professional who consistently delivers high-quality results by continuously improving processes and fostering ethical teamwork.

Areas of Expertise

- **Salesforce platform:** Understanding of the Salesforce platform, including Sales, Service and Community Clouds.
- **Business analysis:** Ability to analyze business requirements and recommend solutions using the Salesforce platform.
- **Technical implementation:** Ability to design, understand, and implement custom Salesforce solutions using Apex, Visual force, and other programming languages.
- **Data management:** Knowledge of data migration and management techniques, including data validation, de-duplication, and data quality.
- **User experience design:** Ability to design user-friendly and effective interfaces for both desktop and mobile devices.
- **Integration:** Knowledge of integrating Salesforce with other enterprise systems, such as ERP and CRM systems.
- **Project management:** Experience managing projects, including resource allocation, risk management, and project timelines.
- **Best practices and standards:** Awareness of industry best practices, standards, and guidelines for Salesforce development and implementation.

Work History

2022-01 - Current	<b>Salesforce Admin</b> <b>Zordial Technologies (Client - Razorpay, Bangalore)</b> <ul style="list-style-type: none"><li>• Understanding and analyzing the client's business requirements and proposing solutions.</li></ul>
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Proficiency in Flows,API's  
Upper Intermediate

Reports, Dashboards,  
Standard Objects, Custom  
Objects, Custom Tabs,  
Users, Profiles, Roles, Public  
Groups, Permission Sets,  
OWD  
Advanced

Good oral and written  
communication skills  
Upper intermediate

Understanding Apex and  
development  
Upper intermediate

Requirement gathering,  
Providing Solutions , Follow  
SFDC Standard practices.  
Advanced

2019-03 -  
2021-12

- Configuring, customizing and extending Salesforce Sales Cloud to meet the client's specific needs.
- Leading and mentoring technical team on Salesforce Sales Cloud projects.
- Providing expertise in sales process and best practices for lead management, opportunity management, and forecasting.
- Developing custom reports and dashboards to provide meaningful insights into sales data.
- Maintaining and supporting the Salesforce Sales Cloud environment, including troubleshooting, fixing bugs, and enhancing existing features.
- Managing and executing data migration from legacy systems to Salesforce Sales Cloud.
- Providing training and support to end-users on how to effectively use Salesforce Sales Cloud.
- Collaborating with the technical team on integration projects with other systems and tools.
- Staying up-to-date with the latest developments in Salesforce Sales Cloud and related technologies.

**Business Application Analyst**  
**PMJ Private Ltd, Hyderabad.**

- Deep understanding of software development life cycle and ability to gather, analyze, and interpret business requirements to drive the design and development of custom Salesforce solutions.
- Proficiency in creating custom objects and using the Lightning App Builder to develop custom apps and user interfaces.
- Worked on SOQL, Custom Objects/Fields, Email Templates, and Organization-Wide Defaults, and ability to leverage these tools to optimize Salesforce solutions.
- Worked on configuring, customizing, and implementing Salesforce, including Page Layouts, Record Types, Workflow Rules, Validation Rules, Assignment rules, Formulas.

- Designed and implement multiple approval processes, sharing rules, Process Builder, and Custom Metadata to streamline business processes and enforce security and data access controls.
- Hands-on experience in managing Users, Profiles, Roles, and Permission Sets to ensure that the right people have the right access to the right information.
- Experienced in performing data cleanup and/or migrating data back and forth from Salesforce using Data Loader.

**2018-07 -  
2019-02**

**Tech Support Engineer  
Wellness Group, Hyderabad.**

- Support to Adrenalin (HRMS Software) by resolving the technical issues.
- Managing the admin activities by working on various product modules.
- Escalating tickets to back end support team of adrenalin, in case of insolvency by front end team.
- Doing analysis and helping developers by drafting database reports through SQL queries.
- Taking Database Backup by scheduling DB jobs at regular intervals.