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| Salesforce Administrator |
| **KAMRAN KHAN****Contact no**: (+91) 9860048425**Email**: kamrankhan8444@gmail.com |  |

# Summary

*Highly seasoned and accomplished Salesforce Consultant with an overall experience of 5 years and a strong record of client satisfaction. Adept at explaining highly complex data systems to a wide variety of audiences. Proven multitasker independent worker and team player.*

# Certification

1. Salesforce.com Salesforce Certified Administrator (ADM 201)
2. Salesforce.com Salesforce App Builder
3. Salesforce.com PD1
4. Certified Scrum Team

# Educational Details

* *Passed* MCA *From BAMU University, Aurangabad in the Academic Year 2013.*
* *Passed* BCA *From SRTM University, Nanded in the Academic Year 2010.*
* *Passed* H.S.C. *From MSBSHSE in the Academic Year 2007.*
* *Passed* S.S.C. *From MSBSHSE in the Academic Year 2004.*

# Experience

1. *Currently working with* ***Enel X*** *as Senior Salesforce System Analyst since Mar 2018.*

**Highlights & Key Responsibilities at EnerNOC*:***

* *Provide technical assistance and end user troubleshooting for bug fixes, enhancements and “how-to” assistance.*
* *Proactively engage on continuous improvement efforts for application design, support and practice development efforts.*
* *Experience in Lightning components.*
* *Developing and customizing the instance using AGILE methodology.*
* *Experience of using COPADO tool for deploying changes from Sandbox to production.*
* *Using SCRUM for day to day customizations.*
* *Experience of working as a member in SCRUM team.*
* *Designed Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Approval Processes, Trigger and classes for automated alerts, field updates, and Email generation according to application requirements.*
* *Involved in end to end QA and UAT testing and validation of CPQ including products, pricing, quoting etc.*
* *Experience in using X-Author to create and configure Apttus templates.*
* *Experience of using marketing cloud to provide support to end users.*
* *Co-ordinating with the team to manage Bi-weekly releases.*
* *Send out user communication after releases.*
1. **IQRA Technology** *as Salesforce Administrator and Developer (Jan 2016 to Mar 2018)*

**Highlights & Key Responsibilities at Iqra:**

* *2+ years of experience in Administration, Configuration, Implementation, Development and Support experience.*
* *Worked on various salesforce.com standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Reports and Dashboards.*
* *Extensive experience of using declarative features like validation rules, workflows, approval process, sharing rules automation for satisfying complex business process automations.*
* *Data Management: Importing & exporting data using tools like Data Import Wizard & Data loader.*
* *Reports & Dashboards: Creating custom report type, use of different report formats, dealing with various functionalities of reports & Dashboards, Dynamic Dashboard, Scheduling, Sharing with users, etc.*
* *Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.*
* *Taking support calls from sales staff and sales support associates.*
* *Assisted the administrator in troubleshooting and solving problems.*
* *Helped to create new Salesforce applications for a variety of sales projects.*
* *Have in depth Knowledge and understanding of CRM business processes like Lead Management, Account Management, and Case Management.*
* *Created various profiles and configured the permissions based on the organizational hierarchy.*
* *Good understanding of Magentrix PRM Product.*
* *Installed Salesforce Apps, configured and maintained user security permissions in compliance with organizational needs.*
* *Trained sales staff on use of new sales software.*

# Projects

1. **Re-Branding Apttus templates**

Client: Enel X

Description: Modify all templates in salesforce after Enel acquired EnerNOC to match the new company policies and branding.

Technology Used:

* X-Author
1. **Lead Migration***Client:* DMG Events Middle East.
*Role:* Salesforce Administrator/Developer

*Description:* To replace multi Universe fields with a single multi value pick list and to identify and rectify the impact on other processes.

*Technology Used:*

* Force.com
* Apex Trigger
* Data loader

*Responsibilities***:**

* Trigger written for “New Leads” which insert values automatically in “Show Interest” field on the bases of “Universe selection” checkboxes.
* Removal of all “Universe” fields from Leads and Account objects.
* Creation of a Multi-Value Picklist “Shows Interest” in Leads and Accounts and make it visible on lead/Account page for all users.
* Display of Show names in Multi-Value Picklist “Shows Interest” with show names in “Show” object.
* Migration of all existing data from “Account Universe” fields to single Multi-Value Picklist “Shows Interest” and similarly for Account object.
* Updating of 258,305 old leads and 54,416 old Accounts.
1. **Opportunity Product History Tracking***Client:* DMG Events Middle East.
*Role:* Salesforce Administrator/Developer.

*Description:* User wanted one report on daily basis when Opportunity Products gets updated.

*Technology Used:*

• Force.com

• Apex Trigger

*Responsibilities:*

* Created one custom Object called “Opportunity\_Product\_historytracking\_\_c” because we can’t do it with standard history tracking.
* Created fields to store old values and new values of the fields.
* Wrote one trigger to achieve the user’s requirement.
1. **Show Plan Integration***Client:* DMG Events Middle East.
*Role:* Salesforce Administrator/Developer.

*Description:* Show plan is a website on which user can create plots. Requirement was to integrate show plan with salesforce.

*Technology Used:*

• Force.com

• Apex Trigger

*Responsibilities:*

* Show plan has created webhook Handlers at their side. ​Webhook ​are ​nothing ​but ​the ​modern, web-oriented ​way ​for ​servers ​to ​receive ​notifications ​events ​from ​other ​servers. So, whenever plot is created on show plan we got JSON response in salesforce.
* Created one connected App for creating one bridge between show plan and salesforce.
* Created one custom object called “ShowPlan\_Interface\_\_c” to store the values of created plot on Show plan website.
* Created one trigger to insert values of plot from “ShowPlan\_Interface\_\_c” to another custom object called “Inventory Item”.

# Personal Details

Permanent Address : Masoom Colony, Lane 2, Dargah Road, Parbhani, Maharashtra.

Passport : Valid up to 02/12/2023

Date of Birth : 3rd June 1989

Nationality : Indian

Sex : Male

Marital Status : Married

Languages known : English, Hindi, Marathi, Urdu.