Mohammed Fares

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Objective:

Seeking a career enhancing position in a reputed organization where I can utilize my skills and abilities, which offers Professional growth while being resourceful, innovative and flexible.

Summary

I am experienced in Salesforce Administration and I love working in a strong and friendly environment. During my work, I have gathered knowledge about Security, User setup, Community Portal and End-user handling. I am looking for an organization where I can use all of my knowledge in a bigger and challenging environment.

Having 2.6 Years of experience in Salesforce.com CRM Administration.

Work Experience: Salesforce Administrator | Iqra Technology |July 2018 to December 2020|

Having experience in Salesforce.com CRM Administration for the following.

Role and Responsibilities:

* Organization setup: Company profile, Business hours and over all details.
* Conga Composer & Echo Sign: Having In-Depth experience on Conga & Echo Sign.
* User setup: Setting up users, troubleshooting user issues, profile permissions & settings, permission sets, field level security, record types, new user creation, disable User, etc.
* Security & Access: OWD, roles & hierarchies, sharing rules.
* Custom Objects: Create and customizing Objects, Fields, Apps, Record type, Page layout.
* Standard Objects: Better understanding of standard objects like Leads, Accounts, Contacts, Opportunities, Products & Price book, Reports & Dashboards.
* Data Management: Importing & exporting data.
* Set up Approval process and pop up approver names using process builder.
* Reports & Dashboards: Created custom report type, worked with different type of reports & dashboards and Management Reports and Dashboards, Dynamic reports and dynamic dashboard, custom links of report etc.
* Automation: Workflow: Extensive experience in Automation like Workflows, Process Builder, and Validation rules for satisfying business process automation.
* Leads: Working on Leads project. A better understanding of the Web-to-Lead process. Used community portal for our users dealing with Leads.
* Cases Project: Setup Cases project for an Organization and manage all Cases settings for Email-to-Case.
* 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.
* End Users: Interacted with National & International end users to support them via call, chat, email and Skype & Slack demos.
* Training: Trained new employees and having experience of training up to 25+ employees of Iqra Technologies at Aurangabad.
* Having experience of handling a team as a team leader for all support issues to end users.
* Using third apps from app exchange as per process requirement.
* Having good experience in Jera, Bitbucket, PR(Pull Request), Gearset.

Company Name: Iqra Technology

Project Title                                        :   Lead Migration Project.
Role                                                    :   Administrator.
Team Size                                            : 6
Technologies                                      :   Salesforce
CRM                                                    :   SalesForce.com.

Client: DMG Events Middle East, Asia and South Africa.

Role: Salesforce Administrator

Description: To replace "Multi Universe" fields with a single "Multi-Select Picklist" field and to identify and rectify the impact on other processes.

Technology Used:

• Force.com

• Data Loader

Role and Responsibilities:

• 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.

Company Name: Iqra Technology

Project Title                                        :     Single Org Migration.
Role                                                    :     Administrator.
Team Size                                           : 15
Technologies                                     :     Salesforce
CRM                                                    :     SalesForce.com.

Client: DMG Events (Middle East, Asia and South Africa) and (Energy UK).
To migrate two unlimited edition org into single enterprise edition of salesforce.

Role: Salesforce Administrator

Role and Responsibilities:

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Used third party tools to migrate data which is BitBucket and Gearset.
* Worked on Scrum master, JIRA ticketing and confluence to create and share project process and process documents.
* Worked on two different orgs, where one called MEA and another is Energy, both org having different version/environment of salesforce, for MEA it was classic and Energy is on Lightning, manages the environment and made system smooth and user friendly for both org users.
* Review and tested bugs on new org which is deployed, to make sure everything is working as required.

Company Name: Iqra Technology

Project Title                                        :     beam.
Role                                                    :     Administrator.
Team Size                                           : 8
Technologies                                     :     Salesforce
CRM                                                    :     SalesForce.com.

Client: Bukhatir Education Advancement & Management (Beam)

Role: Salesforce Administrator

Role and Responsibilities:

* Worked on maintaining the functional areas of accounts, contacts, leads, cases, customized the dashboards to monitor lead activities based on sales geography.
* Created fields, Formula Fields, Workflow for the flexibility and functionality of force platform application.
* Set up security and login hours to avoid users to login outside of business hours and days.
* Created workflows to send emails reminder to customer and users for pending leads and to provide usernames and passwords, also used mass email from contact, leads and cases to send bulk emails.
* Set up case escalation if status not changed in 12Hrs.

Company Name: Iqra Technology

Project Title                                        :     Adobe Sign and Conga Composer.
Role                                                    :     Administrator.
Team Size                                           : 5

Client: DMG Events (Middle East, Asia and South Africa) and (Energy UK)

Role: Team Leader

Description:

The scope of this project is to avoid a manually agreement system, instead of this using a 3rd party tool which is Conga Composer. Installed the Conga Composer from App Exchange and use it in Adobe Sign system for sending an email for Signature on Opportunity level.

Responsibilities:

• Made the Setup of Conga Composer and Adobe Sing on Opportunity Object.

• Using parameter and then creates the Adobe Sign and Print Contract Buttons.

• Adobo Sign Button is used for sending the agreement for signature to the client from Salesforce.

• Print Contract Button only display the contract.

Credentials

* B.TECH (COMPUTER SCIENCE) FROM ARKAY COLLEGE OF ENGINEERING AND TECHNOLOGY, JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD 2020.
* HSC FROM LATUR BOARD FAIZUL ULOOM JUNIOR COLLEGE NANDED 2014.
* S.S.C FROM LATUR BOARD DR. IQBAL URDU MODEL HIGH SCHOOL ARDHAPUR 2012.

Hobbies and Strength

Watching Movies and News Channels, Cycling and Biking Traveling, Playing Mobile Games

Interested in playing Cricket and Football.

Open to any Challenging Work, Positives Thinking and Good learner by Observation.

I hereby declare that above information and particulars are true and correct to the best of my knowledge and belief.

**Mohammed Fares**

Date:

Place: Hyderabad.