Phone: 94072-64729

Email ID: namanmarkan108@gmail.com

NAMAN MARKAN

Salesforce Administrator / Consultant & IT Manager

Experienced Salesforce Consultant skilled in user request resolution, security management, and third-party integration, including Conga Composer and DocuSign. Proven record in user training and support for Salesforce optimization.

**H**IGHLIGHT

📌 Over 5 years of significant IT experience.

📌 Expertise in supporting business objectives by leveraging the Salesforce platform to build and configure.

📌 Experience with Apex classes and the LWC.

📌 Proficient with various 3rd-party tools, including DocuSign, Workbench, Postman, Data Loader, TSDoc, S-Docs, Nintex Drawloop DocGen®, Conga Composer, and SignNow.

📌 Experience in analyzing complex business and technical requirements, designing, configuring, developing, documenting, testing, and implementing solutions.

**C**ERTIFICATIONS

* Salesforce Accredited B2B Commerce Administrator (SU20)
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator
* Salesforce Certified Associate

**S**KILLS **M**ATRIX

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| FUNCTIONAL AREAS | Salesforce Automation & Einstein Analytics | B2B Commerce & CPQ | Sales & Service Cloud  | Integration & Data Migration | Business Analysis |
| ADMINISTRATION | User, Security & Data Management | Change Management & Training | Requirement gathering & Documentation | Process Modeling & Solution Design | Vendor & Third-Party Management |
| INTEGRATION | Call center integration (CTI) | Conga composer | Survey App Integration | TS Docs /Nintex Drawloop Doc Gen / S-Docs | Request & Answer Integration |
| TOOLS | Visual Studio & Version Controls | Postman & SoapUI | Salesforce CLI | Salesforce Lightning Inspector | Workbench & Data Loader |
| OTHER AREAS | Microsoft Exchange Users Management | Confluence / Atlassian | Jira, Tempo, Trello & Asana | Microsoft Power BI, Lucid chart & Draw.io | Slack & Copado |

**E**DUCATION

**M.B.A. (Operations & Project Management) 2018 – 2020**

7.58 CGPA

ABV- Indian Institute of Information Technology & Management

**B.E. (Mechanical Engineering) 2012 – 2016**

7.57 CGPA

Institute of Technology & Management

**W**ORK **E**XPERIENCE

**Company**: Avees Biocos Pvt. Ltd. **May** **2022 – Present**

**Designation**: Salesforce Administrator / IT Manager

*Key Responsibility*

* Serve as a subject matter expert on items related to Salesforce, third party integrations, and AppExchange.
* Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and “how-to” assistance.
* Stay current with Salesforce releases, features, and best practices, and recommend enhancements to improve the platform's effectiveness.
* Design different custom dashboards, visual charts as well as the functional requirement document.
* Gathering Users Requirements, Managing projects SOW’s, and monitoring Project performance.
* Managing Microsoft Products as an Admin, ensuring payment & security along with user Management.

**Project: Avees Customization** (A professionally managed specialty chemical distribution company in India.)

**Tool Used: Graphic Pack, Rollup Helper, Mass Email, Data Quality Analysis, GS Sales Reports Dashboards**

* Responsible for the Sales Cloud configurations and customizations needed to deliver the desired solutions.
* Deliver technical specifications, training sessions, and standard methodologies to the Executive Management Team
* Examine, diagnose, and rectify Salesforce-related problems while delivering support to internal users.
* Conduct routine internal system audits and prepare for system upgrades.

**Project: Offline Feedback Tracker** (In collaboration with **Info Beans,** an IT consulting services company)

**Tool Used: Zonka Feedback, Salesforce Survey, Scan to Salesforce**

* Hold meetings with prospective vendors to evaluate their products, discuss their services, negotiate pricing, and address any product or service-related inquiries or issues.
* Effectively act as the liaison between our users, vendors and the client.
* Providing training to users on the new tools and software, enabling them to generate meaningful, analytical insights.
* Collect user requirements and contribute to the design of software solutions tailored to those requirements.

**Company**: Cloudy Wave Technology Pvt. Ltd. **Apr** **2021 – Apr 2022**

**Designation**: Salesforce System Administrator

*Key Responsibility*

* Configuration of Salesforce features including user management, Data Management & Security.
* Interacting with global teams to analyze Request & Answers from the clients.
* Operate as front-line support for customers based on Object/Record/Field level customization, Role and Profiles, Permission Sets, and Page Layouts, Reports & Dashboard Analytics, Workflow Automation, Lightning Experience troubleshoot.
* Manage and deploy Salesforce integrated applications including data analytics (reporting, dashboard, duplication rules, etc.) in support of business functions.
* Work independently & on multiple projects against deadlines in a dynamic environment.
* Develop intuitive UI using Visualforce, JavaScript and JQuery technologies.

**Project: - Benefit Guide** (An Insurance Agency Management firm which creates a 360-degree view of the policyholders.)

**Tools Used: Dataloader.io, Workbench, Data Import Wizard, Trial force Templates & SQL Server.**

* Data Migration from Legacy system to Salesforce CRM.
* Creating and assigning tasks to the different people based on requests and answer management tool.
* Supporting pre- and post-data migration processes for new clients transitioning to Salesforce.
* Outlook / GMAIL and Calendar Integration for Salesforce.
* Integration of 3rd Party applications or managed packages.
* Create/modify existing controllers, controller extensions, and triggers across all platforms.

**Project: - GearsCRM** (A multi-cloud Salesforce consultancy which provide extended services such as data management, development services & Integration services.)

**Tools Used: Slack, SMS Magic, Conga Grid, Conga Composer**

* Navigate, visualize, and manage Salesforce data across multiple objects from conga grid.
* Worked on fully customized & personalized document generation from Quote and other objects.
* Provides custom Conga solutions based on conga queries to the clients for custom objects.
* Building & Creating Conga Composer buttons and integrating with DocuSign & SignNow.

**Project: - Zon Projects Ltd.** (An UK based independent Salesforce certified consultancy specializing in Salesforce reporting products include the Sales, Service, Marketing and Analytics Cloud)

**Tools Used: Surevy App integration, Ease Integration, TS Docs, Nintex Drawloop Doc Gen, S-Docs**

* Worked on salescloud for Importing sales department leads, contacts, and other data.
* Providing support to migrate data with the help of SQL server.
* Performing database maintenance tasks, including diagnostic tests and duplicate entry cleansing.
* Integration of different Document generating Apps with salesforce that allows users to create Quotes.

**Company**: Docmation LLC. **Sep** **2020 – Apr 2021**

**Designation**: Project Assistant / PMO

*Key Responsibility*

* Operating within a well-defined PMO process, coordinating internal resources and third-party vendors to ensure the successful execution of projects.
* Monitoring and managing project SOW’s, scope, and schedule to ensure project stays on track.
* Identifies resources needed and assigns individual responsibilities.
* Collaborate with the team on a daily basis to furnish status reports for allocated tasks, while also managing Jira and SharePoint Reports & Dashboards.
* Responsible for all administrative support activities in Salesforce.

**Project: - PAX Managed Services** (This Company deals with the future of cloud management, empowering the modern partner to buy, sell & manage cloud products.)

**Tools Used: JIRA, Atlassian /Confluence, Smartsheets, Gantt Charts, SharePoint**

* Responsible for Gathering detailed requirements & Leading Task assignment.
* Facilitated daily stand-up meetings with the DEV and QA teams.
* Engaged in daily tasks involving the update of JIRA tickets, along with active communication with developers and QA teams to address deployment issues and UAT challenges.
* Customize various aspects of the Salesforce platform including objects, fields, layouts, security, reporting, validation rules, workflows & page layouts.
* Engaged in tasks related to data modeling, data management, app integration, and customization of the Lightning Experience.

**Company**: Lumen Solution Inc. **May** **2017 - May 2018**

**Designation**: Project Coordinator / HR Coordinator

*Key Responsibility*

* Creating a project schedule & resource planning for the company.
* Defining task & project scope by handling client meetings
* Maintaining effective communication with the client to keep them up to date.
* Analyzing both expenditures and team performance & maintaining reports on project progress.
* Allocating project resources & hiring new candidates to support and direct the team.
* Gathering all the required information with Strong follow-ups & implement changes when necessary to meet project outputs.
* Coordinating project activities and documenting all final reports.