

Shahnavaz Khan

Senior Salesforce Administrator

Salesforce Certified Administrator with 6+ years of experienced in integration, implementation and management of business administration and Sales cycle. Skilled in creating Flows, Workflows, and other automation, and trained over 200+ users on Salesforce.



✉ er.shahnavaz@yahoo.com

☎ 9907837927

📍 Hyderabad, India

🌐 [linkedin.com/in/shahnavaz](https://www.linkedin.com/in/shahnavaz)

WORK EXPERIENCE

Salesforce System Specialist

ITSOLI India Pvt Ltd (Client: Salesforce.com)

03/2022 - Present

Hyderabad, Telangana

Achievements/Tasks

- Managed all aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups, OWD, sharingrules.
- Had responsibility for Salesforce configuration changes, including (but not limited to): Flow, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, dashboards and reports.
- Responsible for identifying and gathering requirements, translating into best practice, scalable solutions with a focus on exceptional user experience.
- Responsible for Data management to improve Salesforce data quality, implementing rules and automation as needed.
- Handled User Support Tickets.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.

Salesforce Administrator (Analyst)

Global Data Research Center Pvt Ltd

03/2020 - 03/2022

Hyderabad, Telangana

Achievements/Tasks

- Develop business-specific and/or application-level approaches and plan for testing, training, communicating, rolling out, and offering post-production support.
- Used Jira tool to maintain the implementation tickets.
- Designed, setup and maintained Salesforce standard objects, custom, and junction objects, while also structuring user roles, security profiles, workflow rules, and Flows.
- Ensured data integrity through the appropriate use of deduping, loading, and exporting tools, for the bulk of data using Data Loader.
- Tested and provided proper feedback to the Salesforce development team about the next step in the implementation process.
- Set permissions for users using Object-Level and Field-Level security best practices and Train employees on the Lightning App Builder and other CRM tools/applications.

SKILLS

Ability to Work Under Pressure

Communication

Self-motivation

Adaptability

Salesforce Admin

Resolving customer queries in a friendly manner

Team development

Results driven and customer focused

EDUCATION

Bachelors of Engineering

Sanghvi Institute of Management and Science

09/2010 - 06/2014

Indore, India

CERTIFICATIONS

- Salesforce Certified Administrator (03/2019 - Present)
- Salesforce Certified Advanced Administrator (03/2019 - Present)

INTERESTS

Listening music

Writing Poetries

Senior Process Executive-Voice

Cognizant Technology Solutions

02/2019 - 10/2019

Pune, Maharashtra

Achievements/Tasks

- Provide high quality support via both email and ticket system.
- Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
- Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
- Managed ongoing support request and administrative needs of users.
- Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.

Technical Support Executive

Teleperformance India Pvt. Ltd

11/2016 - 09/2018

Indore, Madhya Pradesh

Achievements/Tasks

- Responsibilities include troubleshooting the customer's issue with the help of Salesforce tools provided by company.
- Verified case logs on tickets to validate the troubleshooting steps performed by the technician before getting escalated to the L3 support.
- Worked as a L2 support to troubleshoot issues and report bugs to the product development team.
- Provided support to the customers facing problem with their Salesforce Configuration and Analytics part.
- Provided necessary training and assistance to new customers on the procedures and practices for new updates.
- Used Salesforce Reporting to get the team data and analyze that data for the team's productivity.
- Expertise in resolving the issue related to DNS and Hosting.
- Set permissions for users using Object-Level and Field-Level security best practices and Train employees on the Lightning App Builder and other CRMtools/applications.