**Naveed Jaweed**

***New Aakar Society, Behind Seven Hills Hospital, Marol Maroshi, MH Mumbai, 400059 | 7977 540 899 | naveedjaweed78@gmail.com***

**Professional Summary**

* I have around 4+ years of experience in Salesforce as a Salesforce Administrator. I want to excel in my field through hard work, research, skills and perseverance and earn a job which provides me satisfaction and self-development and help me to achieve organizational goal.

**Work History**

**Salesforce Administrator| WhitehatJr | Mumbai**

**July 2020 – WOrking**

**Key Responsibility:**

Maintain the Salesforce Database as per the request from the End User.

1. Working on Reports and Dashboards as per the request from the End User.
2. Making Help file for how to create Reports Dashboards.
3. Making Workflow, Validation Rule, Formula fields based on the requirement.
4. Making security setup using Profile, permission set, OWD, Sharing Rule.
5. Working very closely with Zendesk for case purpose.
6. Develop, maintain, update, and oversee deployment plans and schedules.
7. Communicate system changes to the users in advance so they understand the change and how to use it prior to implementation.
8. Proactively seek out and identify needed system changes without interruption to the user.
9. Daily working on the requirement comes from the user and perform the action based on that.
10. Suggest, Modifications to the system to increase benefits and usability

**Salesforce Administrator| A3Logics Pvt.Ltd | Jaipur**

**November 2019 – March 2020**

**Key Responsibility:**

Daily interacting with stakeholders for technical support on Salesforce as a Salesforce Administrator and managed the 3rd party tools.

1. Work closely with local stakeholders (Technical certification team) through the deployment process to manage expectation team and ensure compliance.
2. Develop, maintain, update, and oversee deployment plans and schedules.
3. Proactively seek out and identify needed system changes without interruption to the user.

Organization setup: Company profile, business hours, currency management (worked with multi-currency environment & issues), etc.
4. User setup: Setting up users as per requirements, solved user locked out account issues, etc.
5. User interface: set UI settings as per user requirement, list views, home page layout, created page layouts, related lists and other components on a record detail and edit pages, mini page layout, multi-line item layout for opportunity, etc.
6. Security & Access: OWD, roles & role hierarchies, manual sharing of records, sharing rules, public groups, Good experience on Profile permissions & settings, permission sets, field level security, record types, etc.
7. Standard & Custom Objects: Create & customize Objects, mostly every type of fields, Apps, page layouts, sales process, Designed Custom Formula Fields, Field Dependencies, etc. 8.Extensive experience on objects like Leads, Accounts, Contacts, Opportunities, Products & Pricebooks and Reports & Dashboards.
9. Sales & Marketing Applications: Having basic knowledge of big deal alert, competitors, team selling; Hands on experience on Products & Pricebooks, printing schedules; Lead management –lead field mapping, lead conversion; Basic knowledge of campaign management.
10. Service & support Applications: Having knowledge of Cases, Solutions, Case Management, and Case Assignment & Case Escalation.

1. Integrate Salesforce with the existing tools.

**Salesforce CRM Support | Bureau Veritas India Pvt. Ltd | Mumbai, MH**

**November 2018 - September 2019**

**Key Responsibility:**Closely work on Pardot and provide complete support to end client also create and manage new operational workflow in the system - This incumbent will be responsible for global roll out and support of Salesforce tool for the CIF Certification network countries.

1. Having In-Depth experience on Pardot.

2. First phase will be replicating in Salesforce in accordance with technical team instructions and pre-designed workflows, specific certification standards workflows.
3. Work closely with local stakeholders (Technical certification team) through the deployment process to manage expectation team and ensure compliance.
4. Develop, maintain, update, and oversee deployment plans and schedules.
5. Proactively seek out and identify needed system changes without interruption to the user.
6. Communicate system changes to the users in advance so they understand the change and how to use it prior to implementation.
7. Suggest, Modifications to the system to increase benefits and usability.
8. Manage the change control process and “Change Management” Committee if appropriate.
9. Manage all processes that impact/relate to Salesforce including new releases and efficiently roll out new features.
10. Create and maintain Fields, Views, Reports, Dashboards, and other Salesforce Objects and functions. Create custom Objects when necessary.
12. Handle on-going customization/alteration of Salesforce.
13. Maintain, enhance and create workflows, functions and configurations within the Salesforce environment.
14. Create new Reporting capabilities and respond to ad hoc reporting requests as needed.

**Salesforce Administrator & Consultant | Iqra Technology | Aurangabad, Maharashtra**

**May 2016 - September 2018**

**Key Responsibility:**

Administered, supported and monitored databases by proactively resolving database issues and maintaining servers.

1. Conga Composer & Echo Sign: Having In-Depth experience on Conga & Echo Sign.
2. Organization setup: Company profile, business hours, currency management (worked with multi-currency environment & issues), etc.
3. User setup: Setting up users as per requirements, solved user locked out account issues, etc.
4. User interface: set UI settings as per user requirement, list views, home page layout, created page layouts, related lists and other components on a record detail and edit pages, mini page layout, multi-line item layout for opportunity, etc.
5. Security & Access: OWD, roles & role hierarchies, manual sharing of records, sharing rules, public groups, Good experience on Profile permissions & settings, permission sets, field level security, record types, etc.
6. Standard & Custom Objects: Create & customize Objects, mostly every type of fields, Apps, page layouts, sales process, Designed Custom Formula Fields, Field Dependencies, etc.
7. Sales & Marketing Applications: Having basic knowledge of big deal alert, competitors, team selling; Hands on experience on Products & Pricebooks, printing schedules; Lead management –lead field mapping, lead conversion;

8. Basic knowledge of campaign management.
9. Service & support Applications: Having knowledge of Cases, Solutions, Case Management, and Case Assignment & Case Escalation.
10. Data Management: Importing & exporting data using tools like the Data Import Wizard & Data loader.
11. Analytics – Reports & Dashboards: creating custom report type, using different report formats, summarizing & filtering data, charting & scheduling reports, using conditional highlighting in reports. Dashboard components, chart types, scheduling dashboards, running users.
12. Workflow & Automation: Automated Email alerts & field updates according to application requirements. Extensive experience of Automation like Workflows, Approval Process, Process Builder, Validation rules, Assignment rules, Escalation rules, Duplication & Matching rules for satisfying complex business process automation's.

**Projects**

**1. Lead Migration**

**Client: DMG Events Middle East.**

**Role: Team Leader**

**Description:**
The scope of this project is to avoid field's limitation, because in previous condition for every new show we have to create universe check box field and in previous system more than 57 fields of the universe were there. To avoid any error in future we have replaced multi Universe fields with a single multi value pick list and to identify and rectify the impact on other processes.

**Responsibilities:**
• Remove all “Universe” fields from Leads and Account objects.
• Create a Multi-Value Picklist “Shows Interest” in Leads and Accounts and make it visible on the lead/Account page for all users.
• Display Show names in Multi-Value Picklist “Shows Interest” with show names in “Show” object.
• Migration of all existing data from “Account Universe” fields in single Multi-Value Picklist “Shows Interest” and similarly for Account object.
• Update record of 258,305 old leads and 54,416 old Accounts. Replace all the workflows containing field Universe with field Shows Interest.

**2. Eco-Sign and Conga Composer**

**Client: DMG Events Middle East.**

**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 echo sign system for sending an email for Signature on Opportunity level.

**Responsibilities:**
• Made the Setup of Conga Composer and Echo Sing on Opportunity Object.
• Using parameter and then creates the Echo Sign and Print Contract Buttons.
• Echo Sign Button is used for sending the agreement for signature to the client from Salesforce.
• Print Contract Button only display the contract.

**Education**

Bachelor of Computer Science (B.C.S)

Maulana Azad College, Bamu University, Aurangabad

Bachelor of Computer Science (B.C.S) from Maulana Azad College, Aurangabad, (Bamu University) with 74.23% in 3rd yr. In Oct-2015. (68.05% agg. in overall B.C.S I.T.).

**Certifications**

 Salesforce Certified Administrator (WI-18) on 7 February, 2018.

**CREDENTIAL ID: 18221957**

Salesforce Platform App Builder (SU-19) on 26 September 2019.

**CREDENTIAL ID: 20481652**

**Skills**

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| --- | --- | --- | --- | --- | --- | --- |
| **Technical Skills:**•Salesforce.com(Functional & third party tools like **Pardot**, **Conga Composer**, **EchoSign**, **DocuSign**).• C, MS SQL Server 2012.• MS-Office.**2. Individual Skills:**• Adaptable to any situation.• Good logical & analytical skills.• Ability to learn new concepts quickly• Willing to learn new technology.• Effective judgment and decision maker• Get along well with colleagues.• A strong will power with desires to contribute & succeed |   |  |  |  |  |  |

**Declaration**

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