



# Shaveel P.P

Salesforce Functional Consultant

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## AREAS OF EXPERTISE

Python  
Salesforce

## PERSONAL SUMMARY

Over 5 years of IT experience on various Technologies and Products which includes Salesforce, Python. Expertise working on Salesforce project Implementation, Configuration, upgradation, Production Support.

## WORK EXPERIENCE

### 1. Global village - Dubai holding entertainment – Dubai.

**Salesforce Consultant - Duration: Nov 01, 2023 – Present**

## CERTIFICATION

Network security expert level  
1 certified – FORTINET

### Work Profile:

- Implementing and configuring Salesforce solutions to meet business requirements.
- Collaborating with stakeholders to gather and analyze functional requirements.
- Designing and documenting Salesforce solutions, workflows, and processes.
- Conducting user training and providing ongoing support to ensure effective use of Salesforce.
- Customizing Salesforce features using declarative tools like workflows
- Working closely with developers to ensure technical solutions align with functional requirements.
- Providing expertise in best practices for Salesforce implementation and adoption.
- Managing data migration, integration, and maintaining data quality within Salesforce.
- Conduct testing and ensure the quality of implemented solutions.
- Provide end user training, create user guides and offer ongoing support to ensure smooth adoption and utilization of salesforce features.

## PROFESSIONAL QUALIFICATION

B.E. in Computer Science  
P. A. College of Engineering  
VTU(Belagavi) – India

### 2. Drops Group – UAE, Kuwait

**Salesforce Consultant - Duration: Nov 21, 2021 – Sep 19,2023**

### Work Profile:

- Collaborated with clients to understand their business objectives, gathered and documented comprehensive functional requirements, and translated them into Salesforce solutions.
- Led the successful implementation of Salesforce projects, including Sales Cloud and Service Cloud, tailored to clients' unique needs.
- Conducted workshops and training sessions for end-users to ensure seamless adoption of new Salesforce features and processes.
- Designed and configured custom objects, fields, page layouts, validation rules, workflows, and process builder automation to streamline business operations.
- Managed data migration and data cleansing efforts, ensuring data integrity and accuracy during migration to Salesforce.
- Provided ongoing support to clients, addressing and resolving user issues, identifying system improvements, and implementing enhancements to meet evolving business requirements.
- Created and scheduled reports and dashboards to provide insights into key performance metrics and drive data-driven decision-making.

## LANGUAGES KNOWN

English: Read, Write, Speak  
Hindi: Read, Write, Speak  
Arabic: Read, Write  
Tamil: Speak  
Malayalam: Read, Write, Speak

- Administered and maintained Salesforce instances, overseeing user management, security settings, and data access controls.
- Conducted user training sessions and developed documentation to empower users to effectively utilize Salesforce features.

## 3. Smaartt Digital Consulting – Dubai

**Associate Salesforce Consultant  
2021**

**Duration: Dec 1, 2020 – Nov 1,**

## PERSONAL DETAILS

Date of Birth: 15/01/1995  
Nationality : Indian

### Work Profile:

- Preparing process flows for the complete business.
- Preparing test cases
- Preparing user manual
- Taking requirements from the clients and work on the same
- Maintain relations with the clients for the queries, training and help with the access issues.
- Testing the entire application (positive & negative scenarios)
- Admin related works such as permission sets, reports and dashboards etc.

## PERSONAL SKILLS

Team Player  
Good Organizer  
Communication  
Leadership  
Singer

### Projects:

1. Emirates Transport (Modules: Health Insurance, Vehicle Insurance, Vehicle Inspection, Tire)
2. Ministry of Education
3. Gulf Drug

## 3. Safety Zone S&S Consultancy – Abu Dhabi, UAE

**IT support Engineer**

**Duration: Jan 2020 – Jun2020**

Good experience of Network Printer, Desktop and Laptop configuration and supporting information technology related things.

- Troubleshooting.
- Supporting the employees for Software Related issues.
- Creating Email accounts for Employees and maintaining.
- Share Folder Configuration
- File Storage system in NAS.
- Documentation Creating.

## 4. Real Time Signals Technologies – India

**Python developer**

**Duration: Aug 2018 – Dec 2019**

Good experience of software development in python and IDEs-sublime text, PyCharm. Experience in using Panda's python libraries during development lifecycle. Experienced in writing SQL queries.

### Work Profile:

- Involved in the development of the application using Python 3.2, HTML5, CSS3.
- Developed the application using DJANGO 1.7 MTV framework which is based on

- model template view design pattern.
- Assist in software design, testing and implementation of new product features.
- Setting up, maintaining, and evolving the cloud infrastructure of web applications
- Experience in developing web-based application using Django and HTML
- Good Knowledge in MYSQL and REST-API's
- Extensively used DJANGO technologies, which includes forms and templates.
- Extensively used interceptors, validators, actions using DJANGO1.7 framework.
- Worked on CSV files while trying to get input from the MySQL database.