

Shaikh Jawed Shaikh Ibrahim

Salesforce Consultant



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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

An Engineering Graduate, of Mumbai University. Have Experience in [Salesforce CRM administration](#). Completed several projects under the guidance of experts. Possess 3 years of dedicated Salesforce CRM hands-on Experience.

Work Experience: Salesforce Administrator in Saitech datasystemPVT LTD |Jun 2019 Till Date|

Having Experience in Salesforce.Com CRM Administration for the Following.

Roles and Responsibilities:

- Creation and Granting access to User through [License, Profile, Permission sets and Permission sets Group](#).
- Creating Custom Report types on system and custom objects as per requirements.
- Managing Data (Import & Export) using [DataLoader](#).
- Multiple Field Mapping of data through Import wizard.
- Setting up Organization Wide Defaults (OWD) access setting.
- Creation of Workflow Rules for Email Alert, Field update and Task creation.
- Creation of Flow for logical decision and requirement.
- Creation of [Sandbox](#), and its respective settings
- Maintaining ticketing Board of [Freshdesk](#).
- Process builder migration to flow
- Configuring and customizing sales modules as per business requirement.
- Configuring and setting up Sales Pipeline and Sales Cycle.
- Transferring Records using Mass Transfer of records.
- Creation of Email templates as per business requirements
- Creation of Rollup, Complex Formulas fields as per business requirements.
- analyze objectives and capability requirements, including specifications for user interfaces, customized applications and interactions with internal Salesforce instances

Project

Title: Digital Marketing Company

Technology: Salesforce Lightning CRM

Client: Confidential

Worked: Jun 2019 to Till Date

Position: Salesforce Admin .

Tools: Freshdesk(Ticketing tool), Skype(Client & Team Meetings), Trello & Slack

Description: A Digital Marketing Company uses Salesforce CRM to enhance their Business, Efficiently using Sales Cloud to manage their Worldwide Customers with suitable reports and Dashboards. Suitable use of Salesforce Automation and Customization helps to discipline their data and boost overall performance.

Area of Expertise:

- Dedicated 3 Years of Salesforce CRM experience out of total 4.5 years of experience
- In-depth understanding of the capabilities and constraints of the SFDC CRM application.
- Hands on experience on Salesforce administrator.
- Exposure to Salesforce CPQ.
- Experience of different deployment tools like Ant migration, Workbench .
- Exposure of ticketing tool like Freshdesk.
- Flow(Screen Flow & Auto Launched)
- Optimize use of automation tools like Flow , Validation , Process Builder , Workflow , Formula field

Achievements

Speed Racer for the month Jan 2017

Most Valuable Player of the Dec 2018

Professional Skills:

- ❖ Excellent Communication, Motivational, Presentation Skills, And Ability To Work Independently Or As Part Of A Team On Multiple Projects.
- ❖ Organizational Skills and Detail Orientation with Ability to Multi-Task in a Fast-Paced Environment with Competing Priorities.
- ❖ Demonstrable Excellent Written And Verbal Communication Skills
- ❖ Great Organizational Skills And Reliability To Work To Deadline
- ❖ Interpersonal Skills to Communicate Across All Levels of the Business.
- ❖ Ability To Learn Quickly And Be Comfortable Asking Questions And Seeking Answers
- ❖ Strong Team Player, Ability To Lead Peers In Accomplishment Of Common Goals
- ❖ Ability To Interact With Business Users And Translate Business Needs Into Solutions.
- ❖ Familiar with MS-OFFICE (Word, Excel, Power Point Etc.)

EDUCATIONAL DETAILS:

Course/Degree	University/Board
B.Tech In Mechanical Engineering	Mumbai University
Diploma In Mechanical Engineering	Govt. Polytechnic Aurangabad
SSC	MSBSHSE PUNE

Personal Details:

Name : Shaikh Jawed
Father Name : Shaikh Ibrahim

Gender : Male
Nationality : Indian
Marital Status : Single