Md. Nooruddin

Salesforce Admin

Contact

Address
Pune, MAHARASHTRA, 411052

Phone
994 961 4619

E-mail
nooruddinmohammed23@gmail.com

Skills

Knowledge of SQL and relational database management system.

Skilled with Axure and Balsamiq.

Familiar with Agile Scrum software development methodology.

FRD & BRD handling.

Agile

Presentation skills

Prime

Time management

Verbal communication

Writing skills

Gantt chart, PMBOK rules

Time, cost, risk, communication, human resources and procurement management

Education

Masters Of Science: Project Management

2014 – 2016

Bachelors Of Technology: Aeronautical Engineering

2009 – 2013

Certifications

Salesforce

RESUME OBJECTIVE

- A creative and inventive thinker, results-driven professional with a solid 3 yrs verifiable career track record.
- Exceptional communicator with strong negotiation, problem resolution, and client needs assessment aptitude.
- Expert in providing tactical and analytical project solutions.
- Energetic hardworking, willing to learn and accept constructive critiscm.
- CRM workflow development
- Cloud-based applications

Work History

2017-03 - Current

Associate Project Manager, Salesforce Admin

Linsyssoft Technologies Pvt. Ltd.

- Created user groups and configure workflows and assignment rules to enable proper routing of leads to the marketing members.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- Implemented pick lists, filed dependencies, lookups, master-detail relationships, validation and formula fields to the custom objects.
- Involved preparing business requirement document and functional requirement document.
- Redesign through customization and applications within Salesforce.com , Including the Implementation of solutions and leads Training of Salesforce.com globally for the sales and marketing Teams.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features, created customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Escalated incidents to next level to remain compliant with company's standards and procedures.

2016-08 - 2017-02

Project Engineer

Linsyssoft Technologies Pvt. Ltd.

- Implemented automated education and alert notification and automated surveys to measure customer satisfaction.
- Worked with service request status information and reports
- Create and maintain support queues and case escalation rules, add new support products/ resolution codes.
- Implemented real-time reports to measure success such as current and historical case volumes, an overview of currently open items by queue and owner, measurement of response and resolution time.
- Worked with communication solution such as knowledge base, email templates and workflow alerts and notifications implemented support follow up process such as surveys employee satisfaction.
- Assessed scope and requirements to make accurate project design determinations for projects.
- Evaluated change order requests in response to out-of-scope work activities and developing field conditions.
- Prepared and reviewed engineering specifications, scopes of work, schedules of payments and other documents.
- Completed daily construction tasks while providing safe working conditions, staying on budget and meeting project deadlines.