

Sofiya Mehanos Peer Mohamed

Salesforce Administrator - Equiniti India

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Tamil Nadu - India

EXPERIENCE

Salesforce Administrator (Principle Process Executive)

Equiniti India

06/2018 - 07/2022 Chennai, India

- As a experienced administrator, I had good exposure in Salesforce applications and it's products.
- Gained good knowledge in Salesforce Configuration.
- Hands on experience in Objects, Fields and Records.
- Hands on experience in Lightning Flow, Process builder, Workflow rules, Validation rules and Approval processes.
- Having good experience on Lightning App creation and App builder
- Worked on user creation, mass record uploads, profile and role updates.
- Having good knowledge on Salesforce reports and dashboards.
- Worked with Business Analysts to gather client requirements.
- I was awarded Salesforce Admin of the year from my client.
- Knowledge on SOQL and SOSL Queries and experience in data migration using Data Loader and Workbench

Process Executive

Equiniti India

05/2016 - 05/2018 Tamil Nadu, India

- Maintain investor's details and handle customer services queries.
- Perform AML Check when holder transaction value has over the threshold.
- Handle Postal Share dealing requests including L1 referral-issue share certificates, stock deposit transferring and handle legal documents.
- Issue tax voucher for requested financial year.
- Arrange shareholders dividends to be credited directly to their bank accounts or cheque.
- Update the address of the shareholder and sending the tax vouchers.
- Provide resolution regarding sale, transfer of shares and holding balance and valuation.
- And deal with concerns mailbox, forwarding mail to the respective team

EDUCATION

JJ College of Engineering

Anna University

2010 - 2014 Trichy, TN

- Bachelor of Computer Science and Engineering

GPA

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INDUSTRY EXPERTISE

Salesforce Features and Limitations



Salesforce Configuration



Trailhead Platform



Lightning Experience



Automation Tools- Flows, Process Builder



SKILLS

Technical Communication

Workflows

Flow Builder

Process Builder

Profiles

Roles

STRENGTHS

★ Communication

★ Quick Learner

★ Team Work

★ Analysing Skills