Faiyaz Rafi

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Profile Summary:

An enthusiastic, energetic and hardworking Software Developer who have 5 years of valuable experience in DocuSign Developer and Administrator, Salesforce Administrator CPQ, APM Administration with technical aspects like Customization, Configuration and Data management activities.

Work Experience:

- Presently working as Senior Software Engineer in CGI since 15thApril 2020.
- Worked in HCL Technologies from Feb 2015 to March 2020.

Technical Expertise:

Programming Languages	• APEX
Web Technologies	• Visual Force, HTML
CRM	• Salesforce.com CRM
Tools & Application	• Apex Data Loader, CPQ, DocuSign & APM
Scheduling Tools	• Control M
Monitoring Tools	• ITRS Geneos
Incident Management	• Servicenow, Topdesk, Remedy
Other Tools	• Putty anduDeploy

Personal Profile:

- 3 years of experience as a DocuSign Developer and Administrator in DocuSign.
- 2 years of experience as a SFDC and CPQ Administrator in Salesforce.com.
- 1 years of experience as APM administration.
- Provided training to the Users on Pan India level for all functionalities of DocuSign.
- A team player with strong analytical, technical, negotiation and client relationship management skills
- Able to work under pressure, prioritize workload and work to deadlines.
- Hands on experience in Production development using Change sets.
- Having around 1.5 years in Application enhancement, Maintenance and Support in banking domain.
- Working knowledge on UNIX, Shell Scripting (Ksh) andOracle (SQL, PL/SQL) is able to meet objectives in team related projects.
- Understanding the Requirements & participating in requirement analysis.
- Excellent interpersonal and communication skills, efficient time management and organization skills, ability to handle multiple tasks and work well in a team environment.

Certification and Training:
- **APM Classic Administration**
- Certified **DocuSign eSignature for Salesforce Specialist 2020**
- Certified **DocuSign eSignature Administration Specialist 2020**
- Certified **DocuSign Agreement Cloud Specialist 2020**
- Certified **DocuSign eSignature Template Specialist 2020**
- Certification in Salesforce.com **Administrator.**
- Certification in **ITIL.**

Professional Experience:

Projects Handle in CGI

Project #4   April 2020 –till now

Project Name : DocuSign

Environment : DocuSign.com

Role   : DocuSign Integration Specialist

Project Description:

This project is related to oil and gas industries and one of the reputed client of CGI.

Responsibilities:

- Integrate multiple cloud applications to DocuSign environment using Rest API.
- Build an application to send envelopes and create templates from your website using Rest API.
- Configuring of DocuSign Account Settings like Branding and Setting regional preferences.
- Managing Users like adding users in bulk, sharing of envelopes, Custom Permission sets and establishing user groups.
- Configuring DocuSign Envelope settings like Document Signing and Sending Setting, Recipient Signing and Sending Settings and Recipient Authentication and Security settings.
- Auditing and Custom Reports creation, Template Creation.
- Generation of Integrated Key through demo account for Application Integration and make it live for production.
- SFDC Application Admin Support for DocuSign related issues
- To prioritize the Complaints/Requests(Globally) of customers by sorting them according to their severity and nature and resolving them within the set SLA'S for DocuSign Application.
- Supporting L1 and L2 and L3 issues for DocuSign Globally.
- Provide and organize training for team members and vendors.

Projects Handled in HCL Technologies

Project #3   March 2017 –March 2020

Project Name : Tronox

Environment : DocuSign.com

Role   : DocuSign Administrator and APM Administrator

Project Description:

Tronox Limited is an American worldwide chemical company involved in the titanium products industry Tronox is the largest fully integrated seller and marketer of titanium dioxide (TiO2) pigment,which provides brightness to applications such as coatings, plastics and paper.

Responsibilities:

- Managing security users, security groups, security roles, super users and password policy in APM.
- Import, export APM Metadata, Family management, building system tables, conversion formula.
- Creating new sites, assigning security user to a site and vice-versa.
- Operation Manager : viewing active license, hierarchy configuration, APM connect connection configuration, R server connection, SQL server reporting services.
- Email, GIS, Report and search configuration, managing risk matrix and monitoring schedule log.
- Manages DocuSign account, interacts with Vendor and establishes all internal utilization level settings.
- Ability to create and modify existing templates, implement new DocuSign templates, and take full ownership of contract workflow.

- Ability to support contract management and to work both independently and collaboratively, as needed to bring contracts to completion.
- Work closely with Business Analysts to ensure that changes to existing systems will meet business process needs.
- Troubleshoots departmental application system problems and assists in resolving these problems under the technical direction from Vendor and/or IT.
- Coordinates applications access privileges for departmental staff, adds/removes users from account as necessary, manages permission profiles to meet business requirements.
- Provides regular reports and updates regarding the status of Customer contracts and initiates required administrative reports to Contracts, Finance, and Operations management as requested.
- Provides training and technical assistance to in-house departmental users to help ensure smooth workflow and develop employee skills. Prepares user notes and other custom documentation regarding system utilization.
- Gathers, compiles, and reports information relevant to departmental needs and projects.
- Generates ad-hoc reports as necessary using DocuSign web application.

Project #2   March 2018 –March 2020

Project Name **:** Olin

Environment **:** Force.com

Role **:** Salesforce Administrator and CPQ Administrator

Project Description:

The Olin Corporation is an American manufacturer of ammunition, chlorine, and sodium hydroxide. Based in Clayton, Missouri, it traces its roots to two companies, both founded in 1892: Franklin W. Olin's "Equitable Powder Company" and the "Mathieson Alkali Works".

Responsibilities:

- Design and develop custom objects within current business systems to enable adoption of new business processes.
- Experience with Salesforce CPQ applications preferable, including product rules, price rules, and dynamic options.
- Knowledge of advanced approval workflow along with configuration of email-based approval.
- Knowledge of document and contract generation functionality and eSignature.
- Responsible for developing, monitoring and maintaining data integrations within the business systems.
- Participate and understand potential performance impacts of system changes and help to ensure performance is maximized.
- Work closely with Business Analysts to ensure that changes to existing systems will meet business process needs.
- Work closely with Database Administrators to provide data services to existing and new applications.
- Ensure that all systems are secure and following current governance policies.
- Publish and communicate security and governance compliance with IT and business units.
- Participate in requirements definition, analysis, and implementation of new business systems.
- Ensure confidentiality of company information.
- Build on your personal knowledge base through continued education and training
- Understanding and analyzing the requirements and mapping them to Sales force functionality.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Cases, Opportunities, Activities, Dashboards and Reports.
- Create/add and manage Users.
- Involved in Customizing Custom Objects, fields, record types, Page layouts, Custom tabs and applications.
- Involved in Customizing Apex Classes and Triggers, Visualforce Pages, Buttons,Links.
- Hands on experience on Data Migration Using Apex Data Loader, Workbench, Data Loader IO.

Project #1   Feb 2015 – Feb 2017

Project Name : Global Equity Derivatives (GED) Production support Deutsche Bank

Environment : Unix

Role   : Team Member

Project Description:
The Global Equity Derivatives team provides multi-product and synthetic solutions to a wide array of institutions, hedge funds, corporate and retail clients – delivering price efficiency and liquidity in markets worldwide.
Global Equity Derivatives provides a full range of products and services across all major client segments with the ability to efficiently offer standardized products via our leading platforms or find bespoke solutions based on the client's needs.

Responsibilities:
- Application support for GED (Global Equity Derivatives), Risk Management application.
- Handling issues reported by users worldwide- APAC, UK, US.
- Performing Change Requests CRs.
- Doing DR exercises.
- SOD and EOD checks.
- Handling batches in control M.
- Handling alerts reported by monitoring tools like Geneos.
- Working on automations and configuring alerts in Geneos to reduce manual efforts.
- Handling P2/Outages from prod support perspective.
- Proactively and independently working on resolving issues before they impact the client's SLA.
- Identification of recurring problems and escalation for permanent fix.

Achievements:
- Received monthly award called as Star of the month.
- Appreciated by client and management time to time for dedicated and quality work.
- Done Major Release Production Deployment within time.

Educational Qualification:
- B.Techin Computer Science and Engineering from Hooghly Engineering and Technology College under WBUT in 2014 with 7.6 CGPA.
- Intermediate from HGHVM underWBCHSE in 2010 with 69%
- Matriculation from GHVM under WBBSE in 2008 with 67%

Personal Details:

Full name   : Faiyaz Rafi

Father's name   : Md Rafi Ahmed Ansari

Marital Status   : Single

Nationality   : Indian

Date of Birth   : 14th December,1991

Languages   : English,Urdu,Hindiand Bengali.

Permanent Address   : 22, B P Road,P.O- Hazinagar Dist.-North 24 Parganas, Kolkata, West Bengal..

Current Location   : Kolkata

Declaration:

I declare that above mentioned information is true and correct to the best of my knowledge and belief

Date: _____
Place:Kolkata   Faiyaz Rafi