KASHIF ALI

Salesforce Administrator

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OBJECTIVE

Involved in various phases of Software cycle such as Development, Administration and Product Support. Hands On experience with Sales and Service Cloud, Community, Field Service Lightning, Financial Service Cloud, Health Cloud and creating Apps.

EXPERIENCE

Cognizant Technology Solutions

Senior Process Executive | June 25, 2018 – Present

- Developed Apex Classes, Apex Triggers and Visualforce Pages as per Client's request.

- Developed Custom Objects, Assignment Rules, Escalation Rules, automations such as Workflows, Approval Process, Validation Rules, Formula's.

- Maintaining Profiles, Roles, OWD, Sharing Rules of Salesforce Org.

- Provide Support to customer's queries related with Sales and Service Cloud, Communities, FSL.

- Migration of data from excel to Salesforce with the help of Data Loader such as import, export and update.

- Created and maintained Reports and Dashboards as customer's business requirements.

Amazon

Customer Service Associate | June 15, 2016 – June 15, 2018

- To facilitate the completion of all store level tasks and to support store management and perform variety of different tasks related with stores.

- Assisted New Hire Trainees in providing best Customer Experience.

- Trained in special team Search and Rescue where all extremely frustrated customers are handled.

EDUCATION

Completed BE in Computer Science and Engineering in D.K.T.E.'s Textile and Engineering Institute, Ichalkaranji from Shivaji University, Kolhapur from 2012 – 16 and have scored First Class with Distinction with aggregate of 66.67%.

CERTIFICATIONS AND ACHIEVEMENTS

- Salesforce Certified Platform App Builder
- Salesforce Certified Advanced Administrator
- Salesforce Certified Administrator
- Trailhead Ranger