

Professional Summary

- + 3.3 years of experience in Salesforce Development, I bring a well-rounded skill set to my roles.
- + Implementation on Sales Cloud and maintaining different Salesforce CRM to ensure seamless business operations .
- + Excellent operation and communication skill to be successful in the project.

Highlights

- + Working as an Analyst HCL Technologies Bangalore with experience Salesforce.com platform developer.
- + Excelled in working with various Salesforce.com like Process Automation, Approval Process, Data Security, Profiles & Permission Sets.
- + Experience with Salesforce platform, Objects, Tabs, Fields, Validation Rules, Page Layouts, Picklist, Record Types.
- + Proficient in Data Migration from Applications to Salesforce using Data Import and Data Loader Utility.
- + Experience on Apex, SOQL, SOSL and Triggers.

Skills

Salesforce Technologies Apex Classes, Triggers, VisualForce (Pages, Components), DML Operations, Reports and Dashboards, Profiles and Permission Sets, Roles, Approval Process, Data Security like App level, Tab level, Object level, Field level Securities, Sharing rules and Manual Sharing.

Certification

- + Salesforce Certified Associate.

MUNASHEER SHAIK

Work Experience

Client: Johnson Controls Inc

Project Name: Johnson Controls Inc (Safety and Solutions)

Duration: May-2021 to present

Project Description: This Project is run and maintenance on Salesforce. It provides services to customers products such as fire detection systems, safety equipment, jackets, fall protection. To enhance sales performance, the project leverages Salesforce CRM, a powerful tool that streamlines sales processes, manages customer relationships, and provides valuable insights into sales activities. By using Salesforce CRM, the project ensures that the sales team can efficiently track and close deals, ultimately driving growth for safety products line. The project also prioritizes customer service by utilizing Service Cloud to handle complaints and inquiries. This platform enables the team to manage cases effectively, ensuring quick resolution of issues and maintaining high customer satisfaction levels, the combination of Salesforce CRM and Service Cloud ensures that both sales and customer service processes are optimized, supporting the overall success of Johnson Control's safety and solutions offerings.

Roles & Responsibilities:

- + Designed and deployed the custom objects, custom tabs, validation rules, page layouts, components, visualforce pages to suit to the needs of application.
- + Experience with migration of data from excel to SFDC through data loader such as import, export and update the data.
- + Existing system changes creation of Objects, fields, new automation, new email triggers, new field updates
- + Developed various custom reports for different user profiles based on the need in the organization.
- + Designed different Automation tool to reduce manual efforts in project work.
- + I have received positive feedback from clients and users.

Education

- + Graduated with a Bachelor of Technology in Electronics from Gudlavalleru Engineering College in 2019.

MUNASHEER SHAIK

Personal Details

Date of Birth: 20-Aug-1998

Gender: Male

Marital Status: Unmarried

Declaration

I hereby declare that all the information stated above is true to the best of knowledge and I hold sole responsibility for its authentication.

Munasheer Shaik