**Abdullah Sikandar**

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**SUMMARY**

Solid knowledge on Salesforce.Com sharing rules and user access privileges with in-depth project experience working with customization, configuring, deploying and integrating Salesforce.com CRM solutions.

* Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* My experience also shows up in designing of custom objects, custom fields, pick list, role based page layouts, workflow alerts & actions, validation rules, approval processes, custom tabs, custom reports, report folders, report extractions to various formats, design of visual force pages, record types, dashboards and email generation according to application requirements.
* Implement methodologies: Agile, Waterfall, Scrum; also managed the team as Scrum Master.
* Experienced in conducting JAD sessions, gathered requirements by using election techniques, writing User stories
* Experienced in Lightening, Sales cloud, Service cloud, marketing cloud and medical cloud.
* Knowledge about the distributed database design and orchestrated Marketo on Market cloud.
* Manage Web-ex for setting up the meetings.
* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing and Deployment.
* Experience in working production support and implemented production support life cycle.
* Use user roles, role hierarchies, profiles, permission sets and sharing settings to ensure that the protected data is available only to the authorized users.
* Have a strong level of knowledge and experience in writing test classes before deploying into production.
* Design junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows and Approval Processes for automated alerts, field updates and Email generation according to application requirements.
* Crystal Reports, SRS Reporting and Simple Report using xyz co-ordinates, software methodologies, all phases of Software Development Life Cycle (SDLC) including the validation controls of front end control.
* Use different Operating Systems (OS) like: Linux, Ubuntu, UNIX, and Open Sues.
* My experience in Testing covers: Unit Testing, Black box Testing, UAT, and Functional Testing.

**EXPERIENCE**

**Werner Enterprises, Dallas, TX /Omaha, NE July 2015- Present**

**(SR Salesforce Administrator/Developer/ Salesforce Project Manager)**

Werner maintains its global headquarters in Omaha, Nebraska and maintains offices in the United States, Canada, Mexico, China and Australia. Werner is among the five largest truckload carriers in the United States, with a diversified portfolio of transportation services that includes dedicated; medium-to-long-haul, regional and local van; expedited; temperature-controlled; and flatbed services. Werner’s Value Added Services portfolio includes freight management, truck brokerage, intermodal, and international services. International services are provided through Werner’s domestic and global subsidiary companies and include ocean, air and ground transportation; freight forwarding; and customs brokerage.

* Used Rally and Jira, and tweeked the apex class to resolve the trouble shoot.
* Enhanced project planning by conducting interviews, feasibility studies to identify and eliminate high risk areas of the application.
* Applied Salesforce Development on Visual force pages, Apex classes and triggers.
* Effected various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Operated different Apps using: Sdoc, Echosign, Qualitrics, Skuid, Agile Accelerator etc.
* Resolved multiple tickets each day and implemented on production support cycle to resolve errors.
* Provided accurate documentation and production support tickets.
* Effected on different Visual force pages HTML codes and implemented market cloud with campaign and process including emails in marketing cloud and resolved all the errors and fixed the code.
* Implemented Sales Cloud, Service Cloud, Chatter and custom applications in Force.com.
* Troubleshot with code plus flow and worked on leads, opportunities, accounts and contact.
* Used Salesforce.com Application Setup activities and customized apps to match the functional needs of the organization.
* Applied different sharing rules and maintained users troubleshooting while managing tickets.
* Improved multiple team's backlog health, sprint commitment reliability, and velocity, focused on accountability and assisted with story writing and grooming.
* Facilitated pre-grooming, grooming, sprint planning, daily standups, and retrospectives; evaluated team feedback and key metrics to determine areas for improvement, and collaborated with the team on continuous improvement initiatives.
* Coached teams to enhance collaboration and self-organization; analyzed Scrum maturity for groups and business unit, guided teams to achieve higher levels of agile maturity, measured and reported progress to senior management.
* Created email templates, page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields, Web to case, Email to case.
* Created visual workflow for campaign marketing to populate company advertisement after the order or case is closed.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Developed Visualforce Pages, Visualforce Custom Controllers extensions, Advanced Search Functionality, Custom Objects, Reports, Analytic Snapshots, Dashboards, Tabs, Tags and Application
* Developed Custom Reports and Dashboards as per given requirements.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.

**Environment**: Salesforce.com, Workflows, Sharing Rules, Apex triggers, Agile, User Stories, Windows, Office 2013, Objects, UAT, Apex Classes, Visualforce page, Controllers, List views, Apex Triggers and Agile Accelerator.

**HP, Austin, TX October 2014- July 2015**

**(Salesforce Administrator / Salesforce Program Manager/Business Analyst)**

HP Helion Public Cloud is committed to delivering leading edge public cloud infrastructure, platform services, and cloud solutions for developers, ISVs, partners, service providers, and enterprises. HP Cloud Compute and HP Cloud Object Storage are built on HP’s world class hardware and software, with key elements of HP Converged Infrastructure and a developer-friendly integration of OpenStack™ technology.

* Smooth liaison between customer and internal cross-functional teams to ensure a mutual   
  understanding of processes and modules.
* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Enhanced project planning by conducting interviews, feasibility studies to identify and eliminate high risk areas of the application.
* Worked on various salesforce.com standard objects like accounts, contacts, leads, campaigns, reports and opportunities.
* Implemented the requirement accordingly to billing team of HP.
* Gathered the requirements by using different elicitation techniques including on what would be the best phase to implement market cloud.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle process.
* Analyzed organization level processes & converted business workflows into exact Salesforce workflows and configured Salesforce.com to meet our business goals.
* Performed gap analysis and prepared change implementation plan after discussing with   
  business owners and internal management.
* Doubled up as a Project Lead (managed a team of 8-10 members) during the later stages of the last completed project.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management   
  systems and project life cycle process.
* Extensive experience in analyzing organization level processes & converting business   
  workflows into exact Salesforce workflows and configuring Salesforce.com to meet the business goals.
* Developed Business Requirements Document (BRD), As-Is Assessment, To-Be Assessment, Use Case documents to demonstrate the business and functional requirements.
* Assisted business in preparation of business test scenarios for validating functionality of the customized web-based applications.
* Implemented the rule of the company and made the changes accordingly to the requirement.
* Provided the best solution after accounting the user requirements.
* Provided an efficient and best implementation plan worked with offshore team in India and UK.
* Assist with project manager in managing the future project and deadlines.
* Managed the specific functional and technical team in implementing the SFDC.
* Conducted Requirement Gap analysis by comparing the current and future system functionalities and understanding the rules and rates for the particular state in consideration.
* Managed reports and presentations and managed implementing requirements with Agile Methodology.
* Involved in assessments and deployments release, and created user stories for the requirements
* Interaction with Subject Matter Experts (SMEs) to get clarifications on the product
* Created functional specifications from the Business Requirements Document.
* Customized tabs for different business users groups and business centers.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Worked on role hierarchy & sharing rules to configure visibility worked on workflow rules & approval processes.
* Customized the messages & alerts on the Home page and created new reports & dashboards.

**Environment**: Salesforce.com, Workflows, BRD, FRD, Agile, User Stories, Windows, Office 2013, Objects, UAT and UML diagrams.

**Dell, Round Rock, TX August 2014- October 2014**

**(Salesforce Admin/Developer / Scrum Master)**

Dell empowers countries, communities, customers and people everywhere to use technology to realize their dreams. Customers trust us to deliver technology solutions that help them do and achieve more, whether they’re at home, work, school or anywhere in their world. Learn more about our story, purpose and people behind our customer-centric approach.

* Administrated and monitored the company's Salesforce CRM application
* Assisted in writing efficient and effective Test Plans, Test Strategy, System testing, End-to-End testing and User Acceptance testing.
* Accurately delivered governing, administration, the configuring, and maintainance for Salesforce.com application user profiles, roles, permissions, including generating security tokens, validation rule, upgrade installation.
* Constructed high quality requirement specifications to support ERP functional design development.
* Writes detailed functional test plans to ensure system changes work properly, existing processes remain unaffected, and the needs of the users are met.
* Continuously monitored data quality and integrity of Salesforce.com (SFDC) CRM application
* Controlled various functions and end users to identify, document, and communicate standard business processes as they are related to the database.
* Worked on large scale of billing system of dell.com, and worked on ecommerce testing as well.
* Assisted in test plane and managing it pretty well and managed a team with onsite and offshore developers
* Developed training plans, materials, and documentation for database users, kept materials up-to-date, coordinated new users and ongoing training sessions.
* Participated in the planning, development, coordination and presentation of specific testing needs as appropriate to the quality assurance needs of the end user.
* Used Query Analyzer to optimize SQL Queries. Maintaining SQL Script for creation of Database Objects.
* Gathered the requirements and compiled them into Test Plan and followed Agile Methodologies (Scrum).
* Properly identified and eliminated performance bottlenecks during the development lifecycle
* Accurately produced regular project status reports to senior management to ensure on-time project launch.
* Prepared Test Plan based on the requirements and developed scenarios in controller based on the User Load and Transaction Volume
* Used Site Scope Performance monitors and Load Runner graphs to analyze the results.

**MoneyGram, Frisco, TX November 2013- August 2014**

**Salesforce Admin/Project Manager/Scrum Master**

The MoneyGram brand is recognized throughout the world as a leading global payment services company. The diverse array of products and services we offer enables consumer and businesses to make payments and transfer money around the world. From New York to Russia or London to India - in more than 197 countries - MoneyGram's money transfer service moves money quickly and easily around the world.

* Created Use Case Diagrams, and Activity Diagrams, using MS Visio according to UML methodology and in compliance with RUP standards
* Closely worked with SalesForce.com teammates while implementing the solutions for the requirements.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Demonstrated Salesforce capabilities to solve business problems by implementing Proof of Value pilots and producing the supporting documentation
* Daily administered and supported our Salesforce database including but not limited to managing multiple user setup, profiles and roles, permission sets, customization of objects, fields, record types, page layouts and validations; Manage Salesforce.com on CRM application.
* Worked with the team to make the Roadmap, Release Plan and Product Vision
* Used Salesforce Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient.
* Created Custom Objects, defined lookup, master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Customized tabs for different business users groups and business centers.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Used Salesforce Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient.
* Identified opportunities for application optimization, redesign, or development within the Sales and Support teams
* Joined forces with management across business units and internal stakeholders to ensure that configuration supported both the enterprise and individual business unit requirements.
* Implemented the validation rules on the objects and tabs, Page layouts, Custom tabs, and Components to suit to the needs of the application.
* Implemented the searching and tagging functionality; developed various custom reports and dashboards for data analysis, as well as, the workflows and approvals for various functional requirements.
* Used field level security along with page layouts to manage access to certain fields.
* Executed pick lists, dependent pick lists, validation and formula fields to the custom objects.
* Assisted Project Manager in setting realistic project expectations and evaluating the impact of changes on the organization and conducted project related presentations.
* Managed relationships with various vendors and integration partners, consultants and current AppExchange service providers to drive project tasks to completion. Communicate with team members and stakeholders regarding status, technical issues and creative solutions.
* Managed user creation and user profile maintenance for Salesforce.com users for different Orgs.
* Performing mass updates to Salesforce.com custom objects.
* Monitored the health of different salesfore.com orgs and reporting them to the users and performed admin functions like adding a new field in the custom objects.
* Supported the outlook integration tool for salesforce.com and sustained the integration piece between salesforce.com and Mainframe application.
* Determined which requirements need APEX development and cleaned, scrutinized and loaded data with Apex Data Loader
* Managed fields/relationships, workflow rules, approval processes, page layouts, security, validation rules, e-mail, custom buttons/links, etc.
* Engaged with business stakeholders to gather/analyze requirements and mapped these solutions that leverage Salesforce functionality.

**Environment**: MS Office Suite, Windows, CRM, Winforms, Visualizer, SSRS,Cognos Version 10, MSSQL, SSRS Reporting and TFS.

**Mash.Inc, Fort Worth, TX October 2013 – November 2013**

**Salesforce Admin/ Business Analyst**

The MASH Program puts all its apples into one basket: recovering the dollars healthcare providers have at risk as they treat uninsured patients.  MASH has provided third-party eligibility services nationwide to hospitals and health systems of all sizes, cancer treatment centers, physicians groups, and long-term care centers.

* Planned & defined system requirements into Narrative Use Cases & Use Case Scenarios.
* Planned the resources, budget and milestone dates in order to hit ship and quality targets.
* Successful work on Winforms with 3- tier architecture incorporating documentation.
* Managed the lifecycle of code development, from ideation to sprints to deployment.
* Coordinated and manage code releases and shared APIs with other IT groups.
* Communicated with other management, engineers, product managers and support specialists on product issues.
* Tracked and communicated team velocity and sprint/release progress
* Expedited scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.)
* Responsible for manual testing.
* Created New Reports, New Dash Boards, and worked on Data Loader by uploading about close to a million records and experienced in cleansing and De-duplicating bulk loads.
* Used SOQL query to search all objects including custom objects.
* Used Sales Cloud in Preparing and getting approval of design, functional and technical specifications from business
* Created Custom Objects and fields for transactional and contractual information, workflow rules, defined related tasks, email alerts, and field updates, page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Coordinated and conducted individual and Group (JAD) Sessions with business stakeholders.
* Implemented complicated stored procedures; also worked to save the code and get the code from source safe.
* Managed weekly meeting with developers and testers.
* Worked on MSSQL 2008 R2.
* Updated crystal reports to accordingly to the client requirements and updated SSIS packages including winforms with visual studio 2005.

**Environment**: MS Office Suite, Windows, MSSQL 2008 R2, NET 2.0, Winforms, SSIS, Crystal Reports, Visual Studio 2005 and Source Safe

**Deloitte, State of Pennsylvania), Camp Hill, PA January 2013- October 2013**

**Business Analyst / Project Manager**

Deloitte is the brand under which tens of thousands of dedicated professionals in independent firms throughout the world collaborate to provide [audit](http://www.deloitte.com/view/en_US/us/Services/audit-enterprise-risk-services/index.htm), [consulting](http://www.deloitte.com/view/en_US/us/Services/Consulting/index.htm), [financial advisory](http://www.deloitte.com/view/en_US/us/Services/Financial-Advisory-Services/index.htm), [risk management](http://www.deloitte.com/view/en_US/us/Services/additional-services/governance-risk-compliance/index.htm) and [tax](http://www.deloitte.com/view/en_US/us/Services/Tax/index.htm) services to selected clients.

* Gathered business requirements, identified and documented business rules, created detailed Use Cases based on UML methodologies and conducted UAT.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Custom links.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Accountable for role hierarchy & sharing rules to configure visibility and provided workflow rules & approval processes.
* Customized the Messages & Alerts on the Home page and created new reports & dashboards.
* Involved in client interaction for discussing the work flow and customization of page layouts.
* Involved in business process reviews.
* Involved in Salesforce.com application setup activities and customized the applications to match the functional needs of the organization.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions.
* Using detailed knowledge of application features and functions, assessed scope and impact of business needs throughout analysis and completion of all enhancement specifications.
* Worked on Oracle SQL Developer to make the scripts and submit it to the Database Administrators.
* Used the Agile methodology.
* Implemented Software Quality Assurance development policies, test procedures and testing methodologies, wrote Test Plans according to Business Specifications and design documents.
* Responsible for writing and executing the test cases.
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com Plug-in environments
* Responsible for analyzing business requirements.
* Co-ordinate with team to resolve the issues.

**Environment**: MS Office Suite, MS Visio, Windows, Oracle, SQL Developer,.NET 4.0, ASP.NET, SQL Scripts, Visual Studio 2008, 2012 ,MSSQL 2005 and 2008 and Galileo.

**(Homesite Insurance), Boston, MA October 2012- December 2012**

**(Salesforce Admin/Scrum Master)**

Homesite Insurance is an insurance company that follows the partner model. Home owners, condo and renters insurance are provided to the customers through Homesite, Progressive, Nationwide, Geico brands. Upgraded Homesite Purchase page, Removing bugs and made enhancement.

* Built Custom Applications that included administration, configuration, implementing and support experience with Salesforce.com platform.
* Accountable for leading the team with new ideas and aiding the project manager with the project plan.
* Broke down concepts into user stories and prioritized the product backlog.
* Discuss requirements and stories with the development team, gathered data and provided agile metrics.
* Create product concepts based on the company strategy
* Worked in an Agile SDLC process (Scrum), reviewed the requirements specifications and identified gaps and inconsistencies
* Provided leadership among team members, facilitating a lead role in providing direction and working directly with the Quality Assurance Manager.
* In charge of QA schedule and timelines, implementing the new ideas and responsible for writing and exectuing test cases.
* Reviewed business requirement and software specification requirements to achieve better understanding of the UAT.
* Provided accurate and sound knowledge on Salesforce setup menu, configuration, custom application development, administration, data migration and deployment of applications to Force.com platform
* Competence in administrative tasks given such as Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions, Reports and Approval Processes
* Manually tested websites for functionality and cross-browser compatibility. analyzing business requirements and development specifications in order to create and execute test plans.
* Prepared functional specification documents and made data flow diagram and process diagram.
* Acted as Interface between team and clients and prepared current state process vs future state process.
* Assisted in designing test plans, test scenario and test cases for integration, regression, user acceptance, testing and followed-up on the defects using Quality centers.
* Developed test cases based on business requirements.

**Environment**: Asp.Net 2.0 and 4.0, MSSQL 2008 R2, Rational Database, UML Diagrams, Flowcharts, MS Office 2010, MS Project, MS Visio, Agile and Waterfall.

**(British Petroleum, (TCS)), Warrenville, IL July 2012- October 2012**

**(Business Analyst/IT Analyst/Project Coordinator)**

British Petroleum is one the biggest petroleum company in USA. Worked as Technical Analyst in BP, Involved in British Petroleum for Managing projects, Making project plans, Making updates, Communicate with offshore team, Gathering the requirements from client, Delivering the requirements and Testing MSP scripts on Handhelds.

* Actively participated in Daily Scrum Meetings and Sprint Planning and taking the requirement from the client and implementing it in the project.
* Interacted with the stakeholders to get a better understanding of client business processes and gather business requirements.
* Provided requirement gathering by using Elicitation Techniques.
* Responsible for making MSP script for handhelds and provided leadership as a Team lead for offshore.
* Made wireframes documents and led the project as a developer and implemented agile methodology.
* Analyzed the business needs of clients and stakeholders to help identify business problems and propose solutions.
* Coordinated with sponsors and stakeholders to formalize the scope of the project.
* Developed a detailed project plan in coordination with stakeholders.
* Identified project risk and issues and ensured adequate mitigation is put in place.
* Overcome communication issues by ensuring proper communication channel between IT and Business Teams.
* Worked as Technical Analyst to understand the requirements and explain it to the developer’s team.
* Followed the ways to optimize the queries of database.
* Organize the status meetings and send the Status Report (Daily, Weekly etc.) to the Client.
* Understand the business requirements and made Business Requirement Documents, Functional Requirement Documents on Waterfall methodology.
* Knowledge of project management tools and techniques and responsible for working on Win-forms with C#
* Responsible for making UML diagrams (ERD, Flow Chart, and Activity Diagram) on Microsoft Visio.
* Responsible for making DFD diagrams and Presentation to Stake Holders.
* Performed UAT testing with Senior Test Members and scheduled weekly calls with clients and based on prepared Meeting Minutes.
* Made Technical Reports, User Manual, Supporting Documents and ERDS by using MS SQL 2008.
* Deal with the Database Team, maintaining the database time to time.
* Used data grid view to view and modify manipulate data and used Ado.net objects such as Data Reader, Data Set and Data Adapter.
* Developed Web Pages by Using C#, Asp.Net and Visual Studio 2010.
* Involved in drawing process flow diagrams and work flow diagrams in all phases of the SDLC.
* Assisted Project Teams in preparing Software Requirement Specifications (SRS), User Interface Design, designing of Application Architecture & Database Modeling.
* Evaluated the Design Quality (Physical design checks, Normalization, Standards, Security)
* Used SDLC Development Cycle with the .Net Frame Work 4.0.
* Migrated projects from .Net framework 2.0 to .Net framework 4.0 (Visual Studio 2003 to Visual Studio 2010).

**Environment**: MS Office Suite, MS Visio, Windows, Linux, Ubuntu, SQL Developer,.NET 2.0 and 4.0, ASP.NET, SQL Scripts, Visual Studio 2008 and 2012 ,MSSQL 2005 and 2008

**United Check Cashing, East Haven, Connecticut  June 2011 - July 2012**

**(Project Co coordinator/ Business Analyst) (Worked Remotely)**

United Check Cashing offers a warm, community bank-like atmosphere for customers to conduct their business. Our customers have unique demands not currently met by traditional banking institutions, so we have assembled a full complement of products and services to meet your needs. United’s proven system has shown hundreds of entrepreneurs how to successfully run their own business by serving the needs of millions of Americans seeking a friendly, helpful alternative to traditional banks. Waterfall methodology

* Interacted with Users and Stakeholders to identify business system needs, evaluated solutions for business problems
* Worked with SME’s of different groups to gain detailed knowledge of Investments and Capital Market and also to understand the cross impacts of the system
* Analyzed and documented information system requirements and the corresponding impact on business processes
* Developed a detailed project plan in coordination with stakeholders.
* Overcame communication issues by ensuring proper communication channel between onsite/ offshore, IT and Business Teams.
* Studied the Business Requirement Document (BRD), supporting documents containing essential business elements, detailed definition and description of the relationship between the actors.
* Designed and developed Use Case Diagrams, Activity Diagrams, and Data Flow Diagrams to define the Business Process.
* Analyzed the data entity relationships and worked on multiple short term projects in between.
* Worked as a team with other business analysts to make an object oriented model of the application and created use cases
* Conducted JAD sessions to allow different stakeholders to communicate with each other, resolve problems at early stage.
* Worked on the Functional Requirements Document (FRD)
* Hands on experience in working with active directory, to give privileges and access to the users according to their roles and designations
* Analyzed Business Requirements documents to get a better understanding of the system on both Technical and Business perspectives

**Environment**: MySQL, Java/J2EE, SDLC, UAT, UML, MS Office, MS projects, MS Visio

**EDUCATION**

Masters in Computer Science

University of New Haven, (Fall 2011- Summer 2012), Connecticut USA

**CERTIFICATIONS**

Certified Salesforce Administrator (201)

Certified Scrum Master

Certified Salesforce Developer (401)

Certified Salesforce Advanced Admin(301)

Certified Salesforce App Builder

Certified Salesforce Sales Cloud