MINHAJ ARIFIN

4210 Mozart Brigade Lane, Apt. E, Fairfax, VA 22033

571-230-2888 | MinhajArifinKgs@gmail.com

SUMMARY

Detail oriented **Senior Salesforce Consultant**. *Recipient of the* **Time Warner Cable Mission and Values Performance Award.** Recognized by Deputy Director of Customer Engagement Centers at United States Customs and Immigration Services (USCIS) for exceptional service. Currently implementing Salesforce Solutions at the Customer Engagement Centers for the United States Customs and Immigration Services.

Salesforce Certifications:
Salesforce Certified Administrator
Salesforce Certified Platform App Builder
Salesforce Certified Platform Developer 1

Experience Sevatec, **Arlington, Va, June 2016 To Present**
Salesforce Senior consultant, USCIS Sustainment project

Working for the *United States Custom Immigration Services* (USCIS) to support Customer Engagement Centers located all over the United States. These Customer Engagement Centers receive over 14 million phone calls and web inquiries annually. Immigration Officers at these Customer Engagement Centers use Salesforce Service Cloud solution to process applications and to track and respond to inquiries. As a Senior Salesforce Consultant, I support, enhance and implement Salesforce solutions for these Customer Engagement Centers. My duties include:

Configuration Tasks
- Continously gather requirements for a changing and developing environment
  - Meet with Product Owners twice a month to groom Stories
  - Provide Solutions for the stories (Create Function Design and Solution Design Documents)
  - Triage the stories into Development or Configuration category
  - Size and Assign stories to my team
  - Manage and assist the QA team during Sprint Testing, Regression Testing and Deployments
  - Lead the Daily Ticket Troubleshooting call to resolve existing issues in the Org
- Provision users, troubleshoot user issues, update Roles, permissions and sharing settings
- Create or modify custom objects, page layouts, Record Types, associated Fields, and Field level Security
- Create Validation rules based new Immigration policies
- Updating the Case Assignment Rules based on changing business requirements
- Use Process Builder to implement design for new requirements
- Create and manage as well as schedule Reports and Dashboards
  - Meet regulardly with Product Owners and Leadership at the Customer Engagement Centers to review Dashboard components to consider improvements
  - Update reports to ensure that changes in the org are not impacting Report Filters

Deployment and Data Migration Tasks
- Use Apex Data Loader to update records and to migrated Data from external applications
- Deploy user stories to higher environments using Change-Sets
- Perform the manual work for stories deployed to Production
- Perform the manual tasks for Sandbox refreshes

TIME WARNER CABLE, Herndon, VA, November 2013-June 2016

Senior QC Analyst, Systems Support

- Analyzing, testing and documenting the Workflow tools (middleware EXPO) that integrate Salesforce with external databases (Granite)
- Analyzing and testing the integration of Salesforce with Regional and National Billing Systems (ICOMS & CSG)
- Worked closely with development team using Agile methodology to develop EVOLVE (Salesforce customer service tool that allows agents to view critical customer data, process cases when customers call for support)
- Testing, Documenting and optimizing End-to-End processes that combine several teams to deliver TWC products:
    - Installation Manuals for a combination of hardware devices used to deliver internet services to TWC commercial customers
    - Engineering Guides used to configure, provision and maintain equipment and services using Salesforce
    - Order Entry Methods and Procedures for the different teams involved in selling and provisioning equipment to TWC customers

LUCID IDS, Vienna, VA, January 2013-November 2013

*Senior Technical Writer – **DIGITAL GLOBE**, Herndon VA*

- Delivered documentation to meet the INSCOM (US Army Intelligence and Security Command) requirements for a Geo Spatial analytics software

VMD SYSTEMS INTEGRATORS, INC., Washington DC; June 2012-December 2012

Policy Control Analyst, Federal Aviation Agency

- Responsible for delivering the Security Assessment Package which certifies software systems in use by the Federal Aviation Agency
- Interviewed System Administrators, Cyber Security personnel, Data Backup strategists to verify and document that the stringent security standards have been satisfied for software used by the FAA

BILLY CASPER GOLF, Herndon, VA September 2011-February 2012

Senior Technical Writer for Policies & Procedures

- Created Policy & Procedure manuals for operations that included standard guidelines, accounting regulations and required forms

LUCID IDS, Washington DC; January 2006-June 2012

*Senior Technical Writer – **DEPARTMENT OF COMMERCE**, Washington DC, 2008 – 2009*

- Created documentation for the Department of Commerce

*Senior Technical Writer – **BOXTONE**, Columbia MD, 2006-2009*

- Documented the BOXTONE mobile email monitoring software by delivering a suite of documentation

*Senior Technical Writer – **AMERICA ONLINE**, Columbia MD, 2006-2008*

- Created documentation for SDLC (Systems Development Life Cycle) documentation for the software engineering department

Senior Technical Writer – Writing Contracts 2006

- Created documentation for:
    - Out-of-Sight Software (User Guide and Installation Guide)
    - Weather Station (Installing and Using Weather Stations)
    - Management Sciences for Health (Enterprise pharmaceutical warehousing application)
    - Seagil Software Company (User Manuals for aviation software)
    - Saflink Biometric Device (User manuals for a biometric device)

ADVANCE PCS, Richardson Texas; December 2000-December 2001
Network Administrator, Exchange Server
- Implemented databack strategies for email exchange servers
- Restored emails and provided support to email users within the company

PROTECTION ONE, Irving Texas; February 1996-September 1998
Project Analyst
- Supported the launch and use of software applications used within the company
UNIX Operator in Operations
- Provided technical support to the UNIX AIX systems environment

EDUCATION
UNIVERSITY OF NORTH CAROLINA AT WILMINGTON, Wilmington, NC, 2002-2005
- Bachelor of Fine Arts
- Creative Writing Major
- Published humorous fiction novel

MICROSOFT CERTIFIED SOLUTIONS EXPERT, Dallas TX, 1999
- Emphasis on Exchange Server

SOFTWARE PROFICIENCIES
- Salesforce Certified Administrator
- Apex, Visual Force
  Adobe RoboHelp
- MadCap Flare, ADOBE, Microsoft Suite
- Image Editing Software (Snag It, Hyper Snap, Photo Shop)

MENTORING & LEADERSHIP
- Received the ***Time Warner Cable Mission & Values Performance Award*** for first quarter of 2015.
- Served two terms as Treasurer for the Society for Technical Communication (Washington DC/Baltimore Chapter)
- Served as president of Huntermill Toastmasters in Vienna VA (2012-2013)
- Won second prize in area humorous speech contest

Writing samples and references are available upon request