

Shaik Faiyaz

Salesforce Lead Consultant



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Profile Summary

- Results-driven Salesforce Developer with 7+ years of experience in developing and implementing customized Salesforce solutions. Proven track record of delivering high-quality solutions on-time and within budget. Skilled in Apex coding, Visualforce, and Lightning Web Components. Passionate about leveraging technology to solve business challenges and drive innovation.
- Worked on multiple Salesforce projects, including Sales Cloud, Service Cloud, and Community Cloud. Collaborated with cross-functional teams to deliver projects on-time and within budget.
- Stay up to date with Salesforce releases, HexaBPM, DocuSign, Nintex Drawloop, and best practices to ensure salesforce instance remains current and efficient.
- Collaborate with techno-functionals to gather and understand business requirements, and then design and implement Salesforce solutions to meet those needs, including DocuSign and Nintex Drawloop integration.
- Developing customized solutions, monitor system performance, troubleshoot issues, and provide support to end users.
- Experience with Salesforce Objects, fields, relationships, validation and formula fields, approval processes, page layouts, record types, Lightning pages, dynamic forms, and automation processes
- Interact with business users to conduct needs assessment study, prepare scope of works, and functional specification document for new applications or modifications to the current applications.
- Troubleshoot issues, identify complex problems and analyze potential solutions including workarounds as well as provide timely fixes. Provide day-to-day end-user support
- Managed multiple Salesforce projects from design to delivery, including gathering requirements, designing solutions, and implementing customizations.
- Responsible to build integrations with other system using REST and Web Services, Experience working on Oracle for integration purpose.

- Design and implement complex reports and dashboards to provide valuable insights to management and end users.
- Admin - Profile, Role, User, Permission Set, Record Types, Page Layout, Validation Rule, Object Relationship, Object Level Security, Field Level Security, OWD, Sharing Rule, Workflows, Process Builder. Apex Development.
- Having business analysis and functional experience, including requirements gathering, creating/documenting/deploying solutions to end users
- Provided training and support to end-users to ensure successful adoption of Salesforce.



Skills

●	Salesforce Development	●●●●●●●●	Upper intermediate
●	Lightning Web Components	●●●●●●●●	Intermediate
●	Lightning Components	●●●●●●●●	Intermediate
●	Salesforce Administration	●●●●●●●●	Advanced



Work History

2023-11 - Current

Lead Salesforce Consultant

Delta World Charter, Dubai

Team Size: 1

Since Sep'23 with Delta World Charter, Dubai as Software Consultant

Project Name: Delta World Charter

Duration: 1 year

Client: DWC

Environment: Salesforce (Sales cloud, Service Cloud)

Project Description: Streamline lead management and client communication to increase conversion rates. Enhance charter flight booking and operational efficiency to improve customer experience. Provide better reporting and analytics for strategic decision-making. Web-to-Lead Forms: Create web forms with required fields, capturing lead details directly into Salesforce. Automate lead allocation to sales reps based on region, aircraft preference, or other criteria. Progress stages automatically based on actions (quotes sent, deposits received). Build a process for internal reviews and Integrations external scheduling or flight tracking software. Dashboards for lead-to-close rates, conversion by source, and individual rep performance and Track aircraft utilization, on-time performance, and client satisfaction metrics.

Key Result Areas:

- Managed multiple Salesforce projects from design to delivery, including gathering requirements, designing solutions, and implementing customizations.

2019-08 – 2023-07

- Developed Apex code, Visualforce pages, Lightning Components, and Salesforce APIs to meet business requirements.
- Developed and implemented Salesforce solutions to support business processes and objectives.
- Designed and implemented custom objects, fields, and page layouts to meet business requirements.
- Administered Salesforce instances, including user management, data management, and security and access management.
- Provided training and support to end-users to ensure successful adoption of Salesforce.
- Performing data migration activities for Salesforce.
- Post Implementation Review experience in various Salesforce environments covering Sales, Service Cloud and Document Management.

Lead Consultant

Smaartt Digital Consulting, Dubai

Team Size: 3

Since Aug'19 with Smaartt Digital Consultant, Dubai as Software Consultant

Project Name: Masdar

Duration: 4 Years

Client: Masdar

Environment: Salesforce (Sales cloud, Service Cloud, Community Cloud, Pardot Cloud)

Project Description: As part of the DREC & Masdar project, I worked on a team responsible for implementing Salesforce for their Real estate division. The project involved configuring Salesforce to meet the specific needs of the services team, including lead management, opportunity tracking, and customer support. My role in the project was to lead the Salesforce implementation process. This involved working with stakeholders to understand their requirements and configuring Salesforce to meet their needs. I also developed reports and dashboards to provide visibility into the sales pipeline, team performance, and customer support metrics. The Salesforce implementation helped the services team at Masdar to streamline their sales and customer support processes and improve their overall performance.

Key Result Areas:

- Managed multiple Salesforce projects from design to delivery, including gathering requirements, designing solutions, and implementing customizations.
- Developed Apex code, Visualforce pages, Lightning Components, and Salesforce APIs to meet business requirements.
- Developed and implemented Salesforce solutions to support business processes and objectives.
- Designed and implemented custom objects, fields, and page layouts to meet business requirements.
- Administered Salesforce instances, including user management, data

2018-09 - 2019-08

management, and security and access management.

- Provided technical guidance and mentoring to junior developers.
- Provided training and support to end-users to ensure successful adoption of Salesforce.
- Performing data migration activities for Salesforce.
- Post Implementation Review experience in various Salesforce environments covering Sales, Service Cloud and Document Management.

Software Engineer Developer

Genpact India Pvt Ltd, Hyderabad

Since Sep'18 with Genpact India Pvt. Ltd., Hyderabad as Software Consultant

Key Result Areas:

Projects

Project Name: Europe Payment Run Process

Duration: 9 Months

Client: Baxter

Environment: RPA (Blue Prism)

Team Size: 1

Project Description: In this project, payment is the last step of the account's payables process by way which, we pay off business liabilities. The payment run for Baxter will be carried on per the payment calendar shared by the business. The process will primarily be performed in JDE. Payment processes are categorized as 'DPO' and 'Non-DPO' vendors. Payments for 'DPO' will be made twice in a month and are mandatory as per corporate rules. 'Non-DPO' payments will be made per the payment calendar.

- Accessing input excel file from shared folder provided by Operations SME's
- Loading input data based on instruction template in Work Queue
- Preparing Payment Proposal of country as described in PDD
- Sharing output report in shared device folder and conform back to IP team
- Checking instruction template for amendment instruction, amend proposal as requested
- Updating Amendment template by Copying data from JDE, Trigger for Amendment Check
- Taking actions for missing lines with required info and amendment check and conform back to IP team
- Analyzing Instruction template for Forecasting Instruction and Send Mail to treasury for approval & Instruction Template for Treasury instruction, Enter Value Date, Update G/L Date, Write Payments. Save remittances from mailbox to Shared Drive
- Keeping an entry on Hold or Void it, Sending Mail to IP team with confirmation & instruction template for approver instruction.

2016-07 - 2018-08

Software Engineer

Tech Mahindra, Hyderabad

Key Result Areas:

July'16-Aug'18 with Tech Mahindra, Hyderabad as Software Engineer

Project Name: Home Loan Call Assessment

Duration: 120 Days

Client: Can Fin Homes Ltd.

Environment: RPA (Blue Prism)

Team size: 2

Project Description: To provide detailed Home Loan information to back office call center SMEs in a detailed document which is collected from various systems like Client CRM system, Home Loan system, back-end system (database) and some tools like Currency calculator. Providing these details result in reducing data processing effort and explain in detailed assessment details.

- Accessed Input Excel File from shared folder provided by Call Centre SME's
- Sorted the input data based on region, priority & available contact time of the customer
- Searched for customer details in CRM system by using inputs provided in excel sheet
- Administered customer details if he were available & read the details as well as got them into collection
- Searched in Database if customer details were not available in CRM system
- Administered customer details are available in Database read the details and get them into collection and update same to CRM system as well
- Got Home Loan details by calling Home Loan web service by using inputs provided in input excel sheet
- Generated a PDF report & got the final collection values into word file which contains a table with output template after completing all the records convert it into PDF.



Education

2008-07 - 2012-06

Bachelor of Technology: Computer Science And Programming

St. Ann's Engineering College - Chirala



Software

- Salesforce Development
- Apex Coding
- Project Management
- Lightning Components
- Lightning Web Components

● ● ● ● ●
Advanced

● ● ● ● ●
Advanced

● ● ● ● ●
Advanced

● ● ● ● ●
Advanced

● ● ● ● ●
Advanced



Languages

English

●●●●●
Advanced

Hindi

●●●●●
Advanced

Telugu

●●●●●
Advanced



Certifications

2022-02

● Salesforce Certified Administrator

2022-04

● Salesforce Certified Platform Developer I

2022-03

● Salesforce Certified App Builder

20222

● Salesforce Certified Platform Developer II



Interests

● Entrepreneur Skills