

PROFESSIONAL EXPERIENCE

Al-Mazroui Engineering, Salesforce Administrator | Abu Dhabi, UAE

Aug 2020 – Present

- Incorporated our Service team onto Salesforce via a **custom App** along with custom objects.
- Migrated and integrated our entire sales process from separate custom objects to the opportunity object.
- Designed templates for document generation through **DocuSign**.
- Installed Outlook Salesforce synchronization to be able to import data straight from email to Salesforce records.
- Prepared **Monthly and Annual Reports** for Management level.
- Prepared user specific **list views** on all the objects.
- Depicted custom home pages for each salesperson's **profile** for easier tracking of their ongoing jobs.
- Prepared record types for some of the company's objects for special case scenarios.
- Setup a custom App for Dubai Office and **tutored** one of its employees to help in integrating Salesforce there.
- Prepared a Year Review App for 2020 including custom **Reports** and **Dashboards** summarizing the entire year.
- Built a **custom object** for one of our principle supplier/vendor (Leybold) for their products price list to be able to import it rather than manually entering it.

Al-Mazroui Engineering, Salesforce Developer | Abu Dhabi, UAE

Oct 2019 – Jul 2020

- Supervised a team of 2 in logging all of the company's 2019 data onto Salesforce.
- Created **custom objects** that represent each stage of the company's sales process.
- Spearheaded the migration onto Salesforce.
- Coordinated with our sales team as well as our logistics team to prepare satisfactory custom objects.
- Evaluated the company's sales process to better understand it and how to integrate it.
- Explored Salesforce features through Trailhead.

LEADERSHIP & OTHER EXPERIENCE

Audi-Kabbani Auditing & Accounting Firm, Part Time | Beirut, Lebanon

July 2019 – Sep 2019

- Conducted a SWOT analysis for the firm measuring strengths, weaknesses, and threats as well as deducing any possible opportunities for the firm.
- Prepared excel sheets of dailies for one of the firm's clients (Munchease Diner).
- Implemented a simple to understand organization for client's files in attempt of making it easier for clients to better understand their own files.
- Filed and backed up legal papers for all the firm's clients.

EDUCATION

Beirut Arab University (BAU) | Beirut, Lebanon

June 2019

Bachelor of Business Administration in Economics

Relevant Coursework: Took an Econometrics course where I conducted a case study on "Graduate Students' Wages" based on level of experience as well as Postgraduate Study and how that affects their wages.

SKILLS & INTERESTS

Technical: Salesforce Lightning, Workflow, Process Builder, Flows, Salesforce SQL, Salesforce SOQL, Salesforce data import wizard, Custom Salesforce (Reports, Dashboards, Page layouts),

Integrated Salesforce Apps: DocuSign Gen, DocuSign e-signature, Dynamo Documill, Files 365, Docs Made Easy, Salesforce Outlook integration

Language: Arabic (Fluent); English (Fluent); French (Beginner)

Interests: Passionate about automation, rugby, and music.