Rimsha Amin

Salesforce Developer

Passionate about continuous learning and committed to solving challenges with integrity, while bringing a success-oriented mindset to contribute effectively within organizational dynamics.

✉ rimshaamin35@gmail.com

📍 Karachi, Pakistan

in linkedin.com/in/rimsha-a-355b83194

📱 03151164132

www.salesforce.com/trailblazer/rimsha59

github.com/Rim000

WORK EXPERIENCE

Salesforce Developer
Aventra Groups , KL, Malaysia

03/2024 - Present   *KL, Malaysia*

Achievements/Tasks

- Led the implementation of Salesforce features and development, resulting in a 20% increase in user adoption.
- Develop custom Salesforce applications, streamlining sales processes. Provided training and support to end-users, achieving a 98% satisfaction rate.

Salesforce Developer
Cloudjunction Advisors Inc.

12/2021 - 03/2024   *Canada, Ontario*

Achievements/Tasks

- Custom development, and collaboration with clients to align Salesforce strategies. Leading the charge in, I ensure seamless integration for organizational success.

PROJECTS

Case Hygiene and RMA Optimization (Product)
- Led integration to automate data fetching using VIN/Number plates for cases (60%). Developed a search widget (LWC) on the case level to link devices and streamline RMA processes, resulting in a 30% reduction in manual case creation errors.

Skills-Based Routing with Omni-Channel
- Implemented SBR for automated case assignment (70%), eliminating manual case distribution by managers. Configured skills and proficiency levels. Enhanced team efficiency and response accuracy (30%).

Salesforce Service Cloud Voice for Support (AI)
- Integration of AI-powered voice solutions in Salesforce, including call handling, IVR setup, and sentiment analysis (60%), user experience (30%), and analytics/reporting configuration (10%).

Sales Cloud Implementations
- End-to-end Sales Cloud implementation for multiple clients new to Salesforce, including lead management, client portal, invoice automation (60%), and customized reports and dashboards (40%).

EDUCATION

Software Engineering (BSSE)
UBIT - University Of Karachi

02/2019 - 04/2022

SKILLS

Salesforce Development   Salesforce Admin   Apex

Flows   LWC   GIT   Service Cloud

Data Analysis   Salesforce Voice   Sales Cloud

Einstein   CLI   Requirement Analysis

Agile Methodology   BRD Creation

Client Communication

ACHIEVEMENTS

Top CRM Voice On LinkedIn

Nominated for Salesforce MVP (Class 2023-24)

Salesforce Community User Group Leader, Karachi, PK

Trailhead Answer Leader - Rising Star

Pakdreamin'23 Excellence Award Winner and Speaker

Salesforce Trainer - Girls Cohort
Consulnet Corporation

Salesforce Speaker- Karachi University CareerFest

CERTIFICATES

Salesforce Associate

Salesforce Administrator

Platform App Builder

Platform Developer I

Sales Cloud Consultant

Sharing and Visibility Architect

LANGUAGES

English
Native or Bilingual Proficiency

Urdu
Native or Bilingual Proficiency