



Shaik Ali

Email id: shaikalibot@gmail.com

Ph:7893435366/9390678963

OBJECTIVE:

To work for company that gives me platform to develop new skill set while utilizing my present knowledge.

PROFESSIONAL SUMMARY:

- > Having 4+ years of experience in Sales force.com.
- > Experience in Salesforce Einstein Chat Bot,Einstein Analytics.
- > Experience in SAQL, JSON,Data Manager, DataFlows, Einstein Analytics Permissions.
- > Working Knowledge on sfcdcDigest,digest,edgemart,append,augment and other DataFlow components.
- > Experience in Building Datasets,Recipes,Lens and DashBoards.
- > Experience in Data Migration(Salesforce Org. to Salesforce Org. & Salesforce Org. to SQL server vice-versa) using ETL tools.
- > Experience in Customization, Administration, Configuration, Implementation and Support of sales force CRM applications based on Apex Language.
- > Experience in providing security controls to users by using Profiles, permission sets, OWD setting, Role and Sharing rules.
- > Designed and developed Visual force pages, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- > Experience in Apex Classes, Batch Apex, Scheduled Apex, Validation Rules, Approval Process, workflows, process builder for automated lead routing, lead escalation and Email Alerts.
- > Experience in Unit Testing and Test Coverage for Classes and Triggers.
- > Experience working with Data_Import_Wizard,DataLoader, Workbench,AutoRabbit, KingswaySoft(ETL Tool) .
- > Experience in OwnBackup,OwnBackup Archiver, Magic Mover for Notes And Attachments to Lightning Experience.

PROFESSIONAL EXPERIENCE:

- > TCS-Hyderabad from June 2016 to Till Date.

SKILL SET:

1. **SFDC ([Salesforce.com](https://www.salesforce.com))** :, Visual Force Pages, Apex Classes, APEX Triggers, Data integration, Web Service API, Change Sets, APEX Data loader.
2. **Query Languages**: SOQL,SOSL,SQL,SAQL.
3. **Salesforce Products**: Sales Cloud,Service Cloud,Community Cloud,Einstein Analytics.
4. **Domain Knowledge**: Enterprise Application Services.

EDUCATION QUALIFICATION:

- > **B.Tech** : Gayatri vidhya parishad college of engineering (Autonomous) – 86%
- > **Diploma**: Sankethika vidhya parishad – 88%
- > **Xth** : Sri Vishnu public school – 82%

PROJECT EXPERIENCE:

PROJECT 4:

Name	Citi Commercial Bank
Role	Team Lead - Salesforce
Duration	Aug 2020 – Till Date
Client	Western Union – Service Cloud
Designation	IT Analyst

Description:

- iCare application that the customer care reps use were customized and configured in an agile way of delivery;
- Team management of 15 members, SOW and business upscaling.
- Release management - Constructed a Gitlab-Jenkins pipeline involving a groovy script with SFDX commands to deploy salesforce components;
- Performed customization using Apex and VisualForce, and other declarative methodologies.
- Handled huddle calls with another vendor supporting the same application and managed JIRA boards of their developers' UserStories too; JIRA and SFDX for Code version controlling, UserStories and deployments.

Environment: Salesforce Einstein Bots, Apex Classes,Pages, Triggers, SOQL, Data loader,Git-Lab,Jenkins.

PROJECT 3:

Name	Citi Commercial Bank
Role	SFDC Developer
Duration	Dec 2018 – July 2020
Client	CITI Bank
Designation	System Engineer

Description:

This project aims to provide recommended approach to merging two separate US and Mexico [salesforce.com](https://www.salesforce.com) instances into one Global Org. Standardize global business processes. Merge [Salesforce.com](https://www.salesforce.com) US and MX to one standardize code to reduce developing and maintenance cost. Merge Data structure US and MX to one standardize global structure.

Environment: Salesforce Einstein Analytics, WorkBench, KingsWaySoft Informatica ETL tool, Apex Classes, Pages, Triggers, SOQL, Data loader.

PROJECT 2:

Name	Auto MNP
Role	SFDC Developer

Duration	Jan 2018 – Nov 2018
Client	USAA
Designation	System Engineer

Description:

This project aims to solve the existing Auto insurance CRM defects raised by the MSRs who identifies the bugs in the business flow while Keying policies or while making adjustments on an auto insurance policy flow. The project also aims to enhance the member experience through simplification, personalization, advice and incorporate digital strategies.

Roles and Responsibilities:

- Understanding the requirements from client for developments and enhancements.
- Daily issues are discussed with Onsite coordinator and respective Users.
- Creating Apex Triggers, Visual force pages, Apex Classes for Opportunity Approvals.
- Creating the visual force page for case object to insert the case team member as role is case collaboration
- Creating Batch Classes, Scheduled Classes for User, Account, Contact Role, Contact Objects.
- Data Mapping and Data Loading into SFDC using Data Loader.
- Creating Report Types, Reports & Dashboards.

Environment: Apex Classes, Visual force Pages, Triggers, Java Script, SOQL, HTML, Apex data loader. **PROJECT 1:**

Name	Auto Dev
Role	SFDC Developer
Duration	June 2016 –Dec 2017
Client	USAA
Designation	System Engineer

Description:

This project aims to redesign the existing Auto insurance CRM to provide an OMNI channel experience (same experience in different channels) for (*Keying policies and for) making adjustments on an auto insurance policy flow. The project also aims to enhance the member experience through simplification, personalization, advice and incorporate digital strategies.

Roles and Responsibilities:

- Understanding the requirements from client for developments and enhancements.
- Configured user roles, permission set and profiles as per business requirement.
- Created Workflows, process builder and Validation rules.
- Created Triggers, Visual force pages, Apex Classes.
- Created Batch Classes, Scheduled Classes.

- Experience on Test Classes for code coverage.
- Good Knowledge on SOQL and SOSL.

Environment: Apex Classes, Visual force Pages, Triggers, Java Script, SOQL, HTML, Apex data loader.

Gender Male

Nationality Indian

Marital Status Single

Passport Available

Address Gachibowli , Hyderabad

I am a self--motivated person with desire to learn, excel and with an initiative to go that extra mile with my leadership qualities and technical abilities. I would like to describe myself as a dynamic learner with a zeal to learn and explore new things at every mile of the life. I have been a good team player, team mentor and have showcased some outstanding leadership qualities. I hereby declare that all the information provided above is true up to my knowledge and every proof regarding it would be available whenever needed.

Date : _____ Signature: __Shaik Ali