Mahjabeen Syed

Ph: 224-935-5512

mahjabeen.sfdcdev@gmail.com

Salesforce Developer | Salesforce Admin | Java Developer

PROFILE SUMMARY

* More than 8+ years of professional IT experience and solid involvement in Salesforce.com this includes Conﬁguration, Customization, Deployment, and Integration in Salesforce.com CRM stage. Also, involved in diﬀerent phases of SDLC including analysis, design, development, implementation & enhancement of projects in SalesForce.com.
* Excellent knowledge in Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Salesforce Integration, REST, SOAP based Web Services, Force.com API, Salesforce AppExchange.
* Expertise in administration, lightening Conﬁguration, Salesforce CRM, SAAS (Software as service), and Apex language.
* Proficient in dealing with functionalities related to sales cloud service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Outstanding skills in performing various administrative tasks includes Custom Objects, Custom Fields, Roles, Proﬁles, Page Layouts, Workﬂows & Approvals, Workﬂow Triggers, Validation Rules, Custom Tabs, Custom Reports, Report Folders, Report Extractions to various formats, Design of Visualforce Pages, Snapshots, Dashboards, Salesforce lightning Process builder and Email generation according to application requirements.
* Worked on salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports.
* Experience in Data Mapping, Cleansing, Data Export and Imports, Application Support, Performance Tuning, Security Administration, Maintenance, and User Security Management.
* Good knowledge in SFDC technology and salesforce lightning design technology which includes Apex Language, Lightning design System, Visual Force pages, Java, Apex trigger, modern enterprise apps using Lightning App Builder and Lightning Web Components.
* Outstanding knowledge in Object Oriented Programming Concepts and Programming in Apex and Java.
* Worked on diﬀerent CRM modules like sales cloud, and service cloud, working knowledge on Apttus CPQ, Apttus CLM, ERP applications.
* Working experience in SFDC implementation including Call center, Chatter&App-exchange applications.
* Extraordinary experience on Debug Apex.
* Excellent knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com explorer.
* Experience in web services like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP, JSON, AJAX, Restful API’s
* Experience in Customized existing Visualforce to align with salesforce new Lightning UIexperience.
* Hands on experience working on data migration tools and data management tools like Apex data loader, import wizard, Force.com, excel connecter, and conﬁguration data loader.
* Experience in salesforce.com sandbox and production environments for deployment and experience in managing Full Sandbox, Developer Sandbox and Conﬁguration-only Sandbox.
* Experience in enabling Lightning web components and extensive experience in Salesforce conﬁguration and customization.
* Experience in working with Eclipse IDE Force.com, ANT migration tool Plug-in environments.
* Experience with the Salesforce API (REST/SOAP/Metadata, Heroku, Salesforce Wave Analytics and Einstein analytics.
* Working as a part of UAT team to test the APTTUS implementation project before going live.
* Executed Wave Analytics, created datasets, dashboards and apps for Opportunity, Accounts and Cases.
* Works with the Pre-Sales Team to drive Sales Growth for the Community Cloud Products.
* Responsible for the data maintenance and data integrity within the Force.com platform. Accounts and Cases.
* Soft skills love to learn and share my insights by building my own role and know when things to get done.

TECHNICAL SKILLS

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| --- | --- |
| Salesforce.com | Apex,ApexTrigger,ApexClass,Visualforce(Pagelayout,Controller).Templates,FormulaFields,Validationrules,workﬂowandapprovals,AppExchange,DataexportandImportwizard |
| Custom Integration and management tools | Workﬂow&Approvals,Fieldupdates,Outbound/InboundMessages,Reports,CustomObjects,CustomSettings,CustomLabels,andTabs,AccountManagement,ContactManagement,PipelineManagement,EmailServices,SecurityControls&CustomApplicationandSandboxenvironment,LightningExperience,Jenkins |
| Salesforce Integration API: | ApexWebservices,SOAP,REST,BulkAPIandStreamingAPI. |
| Force.com tools | ApexAPI,ApexDataLoader,ETLDataExtraction, service cloud, community cloud, marketing cloud, sales cloud,Force.comApexExplorer,Force.comMigrationTool,Force.comExcelConnector,WorkbenchandEclipseIDEwithplug-in,Migrationtool,LightningComponentFramework,LightningAppBuilder. |
| WebServices | RESTAPI&SOAPAPI |
| Methodologies | SDLC,Agile |

EDUCATION DETAILS

* Master’s in Business Administration, Osmania University 2008
* Bachelor’s in Commerce from Osmania 2006

CERTIFICATION

* Salesforce Certiﬁcations: Salesforce Certiﬁed Administrator ADM 201 – 21876883
* Salesforce Certiﬁed Platform Developer (PDI) DEV 401

WORK EXPERIENCE

Client: Nike
Location: Oregon

Role: Sr. Salesforce Developer/Admin Oct 2018 to till date

Roles & Responsibilities:

* Involving in Salesforce.com Application Setup activities to match the functional and technical needs of Bank of Montreal.
* Created custom object, custom ﬁelds, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workﬂow rule and approval process including ﬁeld updates and email alerts in lightning platform.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Design and Develop the Apex Classes, Standard & Custom Controllers, Visualforce pages, Apex Triggers for various functional needs in the application.
* Developed Lightning Web Components from Scratch by using Aura framework. Also, involved in Data mapping from external system utilized lightning connect to get real -time data from external system.
* Experience in aura framework, Lightning Web Components and Salesforce Lightning Design System (SLDS).
* Develop Lightning Web Components, CSS Styling and UI Design to enhance look and feel of the Lighting apps and Leveraged Server-side apex Controllers to retrieve data from various API's and display on the Lightning Components.
* Render the Lightning Experience for the Classic users with Lighting Out in the Lightning apps.
* Worked on customization of visual force to have lightning experience for desktop and mobile applications.
* Developed Lightning Web Component Framework and built Lightning component using aura framework.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Work with SOQL, SOSL queries in apex triggers and controllers and followed salesforce best practices for querying large data sets and to make sure with consideration to Governor Limits in the environment.
* Worked with Visualforce pages and Visualforce Components with adding JavaScript functions and jQuery Libraries for Apex Sorting and Paginations for best user interface.
* Develop Batch Apex classes, Queue able Jobs, Schedule Jobs, future callouts and running them through Apex jobs on daily basis.
* Develop and consume REST, SOAP API web services for external application to consume data and post the data from Ignition to Discover Database.
* Develop the End point using spring framework to retrieve the contract documents from the Discover Application using REST API.
* Develop on Test classes to give the best code coverage for every scenario and refactoring the existing code by following the best code standards.
* Develop Test classes and preparing mock out calls for Integration Testing to maintain minimum of 90% code coverage.
* Handled Migration Eﬀort of moving code from Dev to Prod Org Using Change sets.
* Analyze Production tickets created on Service NOW and resolve them within the slated SLAs.
* Participate in user training sessions and educate the end-users to navigate the system with new enhancements and features added to the system.
* Worked on Jenkins for Continuous integration (CI) and Continuous delivering (CD) the application and Jenkins’s plugins as well as to increase the productivity for the application.
* Working on inbound and outbound change sets from sandboxes to PROD while critical defect ﬁxes.
* Extensively working on GIT Control version for sharing the code in Repository with Team Members from Source Tree.
* Expertise in using source code control systems such as GIT and Used GIT to push, pull and to resolve merge conﬂicts the code from the repo.
* Work with business stakeholders, Product owner, Scrum master and other teams to identify MVP items and plan work for every quarter as part of PI Planning.
* Participate in Backlog grooming to reﬁne stories on Rally, estimate the stories using story points.
* Participate in Sprint planning and identify detailed tasks that need to be carried out in the 2-week sprint.
* Participate in daily SCRUM and provide updates on done, planned and impediments.

Environment: Saleforce.com CRM, Apex classes, Apex triggers, SOQL, SOSL, Visualforce pages, Lightning apps, Lightning components, Sites, Lightning Design System, Aura Framework, Standard & Custom/Extension Controllers, Web Services, REST, SOAP, Process Builder, Data Loader, Workflows, Import Wizards, ANT Migration Tool, Rally, Copado, Bamboo, Jenkins, Source Tree, GIT, Selenium Ui Automation.

Client: North American Bankcard

Location: Princeton, NJ

Role: Salesforce Admin/Developer Nov2016 -Sep 2018

Roles & Responsibilities:

* Involvedinsalesforce.comApplicationSetupactivitiesandcustomizedtheappstomatchthefunctionalneedsoforganization.
* Worked on customization of Sales cloud schema by customizing standard objects like Leads, Accounts, Contacts and Opportunity, opportunity Line Items, Products like NetBackUp & ExeSystem Recovery for VERITAS Technologies.
* MadenewfeatureenhancementsonServicecloudandSalesCloudconsoleviewanddevelopedVisualforceComponents.
* TechnicalKnowledgeaboutSalesforceLightningSchemabuilder,processbuilder,appbuilder,Components and lightning connect.
* Handson Experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* Involved in using Lightning, process Builder and work ﬂows, worked on customization of visual.
* Enhanced the existing portal functionality and moved to community cloud for more functionalities including chatter, employee portal, customer portal, channel sales community, and customer support community force to have Lightning Experience for Application.
* ImplementedcustomVisualforcePageandControllerExtensionfordiﬀerentsitesandfordiﬀerentApplicationinvolved.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* WorkedwithForce.com IDE to develop Custom Application in both Sales and Service Cloud Modules.
* Designing andDeveloping the Classes, Triggers, Standard Controllers, Custom Controllers, Controller Extensions as a Salesforce System Developer and Developing Batch Apex classes and running them through Apex jobs on daily basis.
* ExtensivelyworkedinapextriggersandControllersandfollowedsalesforcebestpracticesforqueryingthelargedatasetsandtohaveresultswithinthegovernorlimits.

# Developed the Interface using REST WebServices from Salesforce to Oracle Sales cloud to handle Inbound & Outbound Calls to External Systems using Force.com WebServices API.

* Extensively Worked on Jenkins for Continuous Integration (CI) and Continuous Delivering (CD) the Application to increase the Consistency of the code changes in Sand box and PROD environments.
* Worked with business owners to understand their requirements for Salesforce MarketingCloud application.
* Co-ordinate the oﬀshore development, manage project plan and provide update to all stakeholders.
* Havingworkedonsalesforce.comsandboxandproductionenvironmentsfordevelopmentandtestingandthentoproductionenvironments.
* Implemented Data Loader to load data from Marketing Cloud to Service Cloud.
* Participatedin2-weekSprintPlaninAgileMethodologyandupdatethestatusonday-daybasiswithwhatisdoneandwhatmustbedoneinStand-upCalls.

Environment: Saleforce.comCRM,Apexclasses,Apextriggers,SOQL,SOSL, Community cloud, Visualforcepages,SalesCloud,Servicecloud,MarketingCloud,Custom/ExtensionControllersBatchJobs,Communities,ProcessBuilder,DataLoader,WebServices, REST,ANTMigrationTool, JIRA,Jenkins,GIT.

Client: Fannie Mae

Location: District of Columbia

Role: Salesforce Administrator July 2014 - Dec 2015

Roles & Responsibilities:

* InteractedwithdiﬀerentlinesofbusinessusersforgatheringrequirementsandpreparedTechnicalDesignDocumentforthebusinessusecases.
* ActivelyworkedoncustomizationofSalescloudbyconﬁguringWeb-to-Lead,Assignmentrules,SalesProcessandAccount Team
* SetupLiveAgentaspartofCaseManagementimplementationinsideServiceCloud.
* Implemented Customerportal, High Volume Customer portal and communities .
* Experienced in New lightning UI Interface Experience in Salesforce.
* Worked on Visual Force Components,Visual Force Pages in Sales force using Lighting Design System.
* Extend or build new apps with the Lightning app builder and lightning components.

# Experienced onSalesforceLightning Process Builder, Lightning UI and creating Visual Workﬂows, Salesforce support communities, Chatter groups andPortals.

* Designed, and developed Apex Classes and Apex Triggers for functional needs in the application.
* Implemented best practices and coding standards in developing Apex Controllers (Custom,Extension) and Apex triggers.
* Writtenapexcontrollersforsearchingacrossvariousobjectsandcreatingrecordsinajunction object by using apex extension, wrapper classes and visual force pages.
* Good experience in writing SOQL,SOSL,Aggregate,Relationship queries in apex classes,triggers and batch classes and customized queriesto avoid governor limits.
* ImplementedbestpracticesintheapplicationforTriggersandwebservicesandhavecodefollow salesforce governor limits.
* IntegratedtheWebServicesRESTusingJSONforextractingthedatafromexternalsystemstodisplayinthepagesofsalesforce.com.
* Co-ordinate with both onsite and oﬀshore teams for the development of the applications
* Experiencedinwriting/building/integratingcustommodulesforJIRA/Conﬂuence.
* Involvedindevelopment and executionoftest plans with the help of QA Team to ﬁx the bugs.
* Participated in Scrum meetings as part of Iteration development process.

Environment:Saleforce.complatform,Apex,VisualForce,Lightning,DataLoader,Workﬂow&Approvals,ProcessBuilders,Salescloud,ServiceCloud,MarketingCloud,Communities,DataMigration,SecurityControls,DataLoader,WebServices,REST,ANTTool,Jitterbit,HTML,CSS,Bootstrap,JavaScript,jQuery,Agilemethodology.

Client: M&T Bank

Location: New York

Role: JAVA Developer Mar 2012-May 2014

Roles & Responsibilities:

* Extensively worked in the analysis, design, and development and testing phases of Software Development Lifecycle (SDLC).
* Involved in Presentation Layer Development using Spring MVC Framework.
* Experience working on serverside form anipulating the database using Structured Query Language (SQL) commands.
* Worked with core java concepts like Collection, and multithreading.
* Worked with UIteams to develop dynamic web pages.
* DevelopRESTfulwebserviceforenablingapplicationstoconsumeentitlementengineservices.
* Extensively used SpringCore, ORM and Transaction Management modules.
* Used Design Patterns like Singleton, Factory, Strategy, Façade, DAO, DTO and MVC following the industrial standard.
* Writtenunittestcasesforalltheback-endcodeusingJUnitframeworkandEasyMock.
* DesignedandDevelopedUIscreensusingJavaScript,jQuery,JSON,CSS3andHTML
* WrotecomplexSQLqueriesusingjoins,subqueriesandcorrelatedsubqueriestoretrievedatafromthedatabasealongwithcreatingandupdatingdatabaseobjectsliketables,views,storedprocedures,function,andpackages
* Developed Web Services to communicate to back-end applications using XML based SOAP and WSDL protocols
* Used Eclipse IDE andMicrosoft Team FileServer(TFS)to develop and maintain source control.
* Used development tool Maven, Jenkins for developing and continues integration and proﬁcient working with a Unix/Linux operating system.

Environment:Java,Maven,Springcore,AOP,MVC,Hibernate,Junit,MongoDB,Jenkins,JIRA,HTML,CSS3,JSP,JavaScript,jQuery,JSON,Oracle,Git,SoapUI