**Ilkane Jowad**

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**Summary**

* Over 7 years of experience in SFDC Salesforce.com CRM platform as a hands-on Lead Developer/Architect using VisualForce, Apex and Java Technologies.
* Hands on experience in application design, software development life cycle (SDLC), development and Implementation of various IT applications.
* Hands on web service integration experience using SOAP, REST, MULESOFT and salesforce API's, SOQL, SOSL, and Force.com API.
* Hands on Lightning Component Framework experience and building Lightning components.

**Technical Skills**

**Methodologies:** Waterfall, Agile

**Salesforce Technologies**: LWC, Apex Classes, Test Classes, SOQL, SOSL, Visual Force, Lightning pages (Pages, Component & Controllers), Lighting Components, Vlocity, S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Work Flows, Dashboards, Reports, Sandbox development and Testing.

**Languages:** SQL, PL/SQL, Apex, Java, HTML, PHP

**Operating Systems:** MacOs X, IOS, Linux, Windows

**Database:** Database.com, Oracle, MS SQL Server, MS Access, SAP

**Web services:**SOAP, Mulesoft, REST, JSON, XML, Cast Iron, WSDL

**Web technologies**: Web Services, XML, HTML, XHTML, CSS Dreamweaver, Java Script, PHP, Servlet, Bootstrap, JQuery, OOD

**Certifications**

* Salesforce Certified Administrator – Credential ID: 2360440
* Salesforce Certified Platform Developer I – Credential ID: 22451256

**ProfessionaL Experience**

**T-Mobile Arlington, VA**

**Senior Salesforce Developer**

01/2020 – present

* Developed, maintained, created, and improved validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API, and REST API.
* Wrote and debugged efficient SOQL queries of standard and custom objects, and able to understand and develop for complex data models.
* Wrote SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from sObjects.
* Wrote apex classes to make an outbound integration to external application by generating necessary apex stubs from WSDL using WSDL2Apex.
* Developed apex batch classes to archive chatter post and custom object interactions data daily and monthly basis.
* Prepared data mapping documents and migrated data to Salesforce using Data Loader, Informatica ETL tools.
* Worked with management, created and managed complex workflow rules, data validation, and triggers
* Hands on experience on SFDC implementations covering Sales cloud, Service cloud, Marketing cloud, Chatter and AppExchange applications
* Developed Lightning apps with design systems using CSS and Parameters, App Builder and Lightning Component features for the use of Desktop and Salesforce1 Mobile platforms.
* Built Workflow rules, Approval process and created related action Field update, Email alert, Creating a Task and outbound messaging
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.

**Mercedes Atlanta, GA**

**Salesforce Developer**

05/2018 – 01/2020

* Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, and different custom objects.
* Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, Custom Buttons, Custom Links, and Components.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Completed bulk imports of data using Apex Data Loader and used third party tools like SQL.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, Time-Dependent Actions and Outbound API Messages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management Visibility.
* Wrote SOQL, SOSL queries in the Apex Classes, Triggers, Batch and Schedule classes.
* Designed and developed Apex Classes, Utility framework classes, Apex Triggers and Visualforce pages, Components in the application.
* Designed and performed rollout from Salesforce classic to Lightning, developed Lightning components using Aura framework, Lightning app builder and Lightning Design System for styling.
* Developed Apex Restful web service classes for Java, Workday applications to access various Objects customized data.
* Involved in Data Mapping and Data Migration from varies database to Salesforce Objects and fields.
* Configured Chatter to track emails from Outlook to Salesforce by following user.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.
* Experience on set up field service feature according to client unique business needs. This includes installing the Field Service Lighting managed package and Field Service Lightning mobile app.
* Worked with multiple Visualforce pages and Visual force components.

**Shell Chemicals Houston, TX**

**Salesforce Administrator/ Developer**

05/2015 – 05/2018

* Handled Account & Contact Management, Opportunity Management, Contract Management, Product Management, Price Books, Asset Management, Territory Management, Security, Roles & Hierarchy
* Worked on advanced workflow rules & Approval process
* Created Test Classes in order to check the validation of triggers and workflow rules.
* Used Data loader for updating data and to Upsert data relations between standard and custom objects.
* Created auto assignment rules using the workflow process to route tasks.
* Designed and deployed the custom objects, custom tabs, entity-relationship data model, validation rules, auto-response rules, page layouts, components, visual force pages to suit to the needs of the application.
* Experience with migration of data from excel to SFDC through apex data loader.
* Developed and configured various custom reports and report folders for different user profiles based on the need in the organization.
* Worked on sales cloud module such as web-to-lead, auto-response rules on standard objects like account, contact, lead, campaigns.
* Worked on the service cloud module such as web-to-case, escalation rules, assignment rules