**Arshad Mohammad**

**E-mail:** [arshadit.sdfc@gmail.com](mailto:arshadit.sdfc@gmail.com) **Mobile: (516) 513 9392**

**Professional summary:**

* Over 10+ Years of IT experience with 8+ years of experience in Salesforce.com CRM and 1+ years of experience in Java.
* Have good knowledge of Software Development Life Cycle (**SDLC**).
* Well versed with analyzing company processes, translating business workflows into accurate Salesforce.com workflows and configuring Salesforce.com to meet business needs.
* Extensive experience in activities related to Saleforce.com **setup**, **Configuration**, customization, **Administration**, **Development**, **Data Migration** and **deployment** of applications to Force.com platform, Chatter and App-exchange on Salesforce.
* Expertise in handling several concepts of VisualForce Language like **VisualForce** pages, overriding buttons, links and tabs**, custom components**, templates, **integrating email** etc.
* Worked on **CPQ** related configuration for product setup, approval matrices, approval rules, process builders, Quotes and other Key **Apttus** Functionalities.
* Experience in working with the **Visual Studio Code IDE** to write Business logic in **APEX code, Triggers, Lightning components, etc.** testing and **deploying** from the development to UAT, Staging and production sandboxes using change Set, ANT script, **Jenkins,** AutoRABIT, **Copado, Flosum** and **Salesforce DX**.
* Experience in working with querying Salesforce database and Managing salesforce **Object/Fields Data** and Integrations using **SOQL** &**SOSL** queries and **Data Loader** for data migration, insert, update, and bulk import or export of data in all **Sandboxes**.
* Extensive experience in creating and managing **Validation Rules**, Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, managing **profile/Permission set level** access & implementations with Maintaining security including **sharing rules** and security levels.
* Working experience with salesforce **Declarative Programming** for designing Custom Objects, Custom Fields, Custom Tabs, **workflow Rules**, **Process builders**, **Lightning Flow**, generating **Reports**, **Dashboards, Lighting Connect,** customized reports and analyzing the data in SFDC.
* Working Knowledge in **REST**, **SOAP** API Force.com and **Web services API**,
* Expertise in Sales Cloud, Service Cloud, Marketing Cloud, **Health Cloud**, Partner and Customer portal.
* Worked on **Lightning connect** and created external objects to connect external system.
* Excellent Project management with up-to-date technical knowledge and experience. Experience in working **java script**, node.js, backbone.js framework.
* Strong team builder having excellent **analytical skills** with capability to handle **new technologies**.
* Worked extensively on Remedy 7.6 and have sound knowledge of the product and most of its features and modules like Change, Problem and **Incident Management**.
* Worked on **Onshore** and **Offshore** model, coordinating with large group of associates.
* Salesforce Subject Matter Expert (**SME**) for Providing recommendations to management & clients regarding implementation with customer First attitude.
* Excellent Interpersonal and Communication skills, **fast learner** with **trouble-shooting** and **hardworking** capabilities, good team player to work in both large and small team environments.

**Education Qualification:**

* **Master’s** in **computer science** from New York Institute of Technology, NY.
* Certifications: **Salesforce** (Certified Platform App Builder, Certified Administrator, Certified Development Lifecycle and Deployment Designer) **Certified Copado Administrator / Developer, Certified Flosum Professional/Expert.**
* Certified in (Apttus) Quote-to-cash.

# Technical Skills:

Operating Systems: Windows 2000 / XP Pro / Vista / 7 /8/10

Salesforce: Apex, Visual Force, Lightning Components, Apex Triggers, Workflows.

Salesforce API Tools: Eclipse Force.com Plug-in IDE, Apex Explorer, Offline Edition, App Exchange Data Loader, Workbench.com

Web Technologies: JavaScript, XML, XSL, HTML, Bootstrap, CSS, AJAX and jQuery,

Database: Oracle 10g/11g, MySQL, SQL Server 2000/2008.

Languages: C, Java/J2EE, Servlets, Apex.

1. ***Project #1:***

***Company:* United Site Services, Westborough, MA**

***Role: Sr. Salesforce Administrator – Release Manager Duration: May 2020 – Present***

**Environment:** Saleforce.com, Sales cloud, Service Cloud, Field Service, Metadata API, SOQL & SOSL, Visual Studio Code, Copado, workbench, Data Loader, GIT, JIRA.

**Responsibilities:**

* Provide front-line primary **technical support** to end users on various technical issues related to Salesforce Applications, document and **resolve** service tickets.
* Triage incoming support requests reproduce issues and allocate to the appropriate **development** team.
* Perform **root cause analysis**, develop checklists for typical problems and recommend procedures and controls for problem prevention.
* Assist IT and Business with ad-hoc requests such as creating new users and supporting existing **customers**, subscriptions, **lead management**, **reports** etc.
* Advocate for systems processes to ensure **reliable data insight** and sales process intelligence.
* Provide day-to-day Salesforce.com platform support to end users in **Lightning** Experience.
* Manage Salesforce environments, **code deployment**/propagation automation.
* Maintain **CI/CD process**, leveraging modern **DevOps** methodologies and tools.
* Generate daily, weekly and monthly metric reports and **dashboards**.
* Clean data and merge user records in CRM.
* Proactively analyze support requests to identify additional training needs.
* Strong hands-on Experience with **Copado Deployment** tool and GIT Branch **version control**.
* Integrated Salesforce with **VS Code IDE**, **Slack, Copado** **DX**, **Salesforce DX** and **Jira** Software.
* Familiarity with agile and DevOps principles, test-driven development, **continuous integration** and **continuous Delivery** to accelerate the delivery of **new features**.

1. ***Project #2:***

***Company:* IBM, Austin, TX**

***Role: Sr. Salesforce – Admin / Devops Manager Duration: May 2017 – April 2020***

**Environment:** Saleforce.com, Sales cloud, service Cloud, Apex classes, Triggers, Visual Force (Pages, Component & Controllers) Metadata API, SOQL & SOSL, Visual Studio Code, Copado, workbench, Data Loader, GIT, JIRA.

**Responsibilities:**

* Responsible for development of a **DevOps** strategy, repeatable process to support continuous delivery, optimization, monitoring and **release management** for all squads/teams.
* Develop **deployment steps**, related documentation, manage deployment schedules and deployment processes with Identifying **mitigate risks** and remove obstacles to **deployment**.
* Manages **release schedule** and key release milestones across all Salesforce development projects, ensuring easy and timely deployments across environments.
* Strong hands-on Experience with **Copado Deployment** tool and GIT Branch **version control**.
* Integrated Salesforce with **VS Code IDE**, **Slack, Copado** **DX**, **Salesforce DX** and **Jira** Software.
* Familiarity with agile and DevOps principles, test-driven development, **continuous integration** and **continuous Delivery** to accelerate the delivery of **new features**.
* Consulting Experience with Salesforce.com implementations, **upgrades**, integrations, **Critical updates/Security Alerts** and customizations.
* Provide **Production support**, Investigate and Debug Issues to analyze and recommend fix.
* Clean, **standardize**, de-dupe and **validated** source data prior to migration and Used Bulk API for large **data volumes** to increase load speed.
* Understand the principles and values that underpin adopting DevOps technologies and implementing robust **CI/CD pipelines** by Maintaining **Compliance, Quality Gates** and **Code Scans**.
* Continuously improve deployment processes and implement **best practices** consistent with an **agile** development methodology.
* Lead **Sandbox Refreshes** from Production periodically to ensure that they have current configuration information and data.
* Generating **reports**, **dashboards**, customized reports and analyzing the data in Salesforce

**Project #3:**

***Company:* Caterpillar, Peoria, IL**

***Role: Salesforce Analyst / Developer Duration: Jan 2015 – April 2017***

**Environment:** Saleforce.com, Apex, Visualforce, JavaScript, Eclipse/Force.com IDE, Metadata API, BMC Remedy 7.6, SOQL & SOSL, Case, Asset and Account Management, workbench, Jenkins, GIT.

**Responsibilities:**

* Worked with business partners to realize the full capabilities of salesforce.com CRM to meet business requirements and **implement** efficient **workflows**.
* Workedon **production** related issues to **fix** and **solve** the **tickets** in given timeframe.
* Provided support to the fix the production environment including **incident management**, **testing**, **resolution** and **deployment**.
* Worked on **Schedule Jobs** and **batch job** to populate SMU Values of Assets and Dealer articles.
* Used **Force.com web service** API for implementing **WSDL** in the application for access to data from external systems and web sites.
* Written **unit test cases** with good code quality and optimization to get **90** percent test coverage for all the apex classes and apex triggers.
* Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Review and analysis of **user functions**, **activities** and **workflows** across the organization.
* Evaluation of available resources and current system and the **development** of appropriate **applications**.
* **Deployed** APEX code from development to production sandbox using change Set, ANT script and Jenkins.
* **Designed and Deployed dynamic workflows, validation rules,** approval processes and auto-response rules for automating business logic.
* Extensively used **Data** **loader** and **Import Wizard** to **insert**, **update**, **upsert** and **export** the data.
* Used various Sandboxes for **developing**, **testing** and migrated code to **production** after UAT testing.
* Worked on **Eclipse IDE** with Force.com Plug-in for writing business logic in **Apex programming language** and customized salesforce App using **lighting Resources**.
* Used **Lightning connect** to get Real Time Data from External system with configuring and developing salesforce lightning components.
* Created **security** and **sharing rules** at object, field, and record level for different users at different levels of organization.
* Designed, build and support solutions for the salesforce.com CRM to meet business needs including **configurations** and **customizations.**

**Graduate Assistant at Admissions Office: *Duration: Jan 2014 – Dec 2014***

**Collage:** NYIT, New York

**Roles & Responsibilities:**

* Creating confirmation letters for on-campus recruitment events (i.e. Discover Central Days, Academic Department Days, Break Out with Central Success Seminar, etc.).
* Creating communication flow calendars for both Fall and Spring semesters.
* Creating the shipping labels, packages and Updating the student information.
* Support the development and delivery of on-campus events and programs for high school and community college counselors.
* Assist with the inventory, maintenance and distribution of admissions recruitment materials.
* Meet regularly with supervisor to provide updates, monitor performance, and seek guidance.
* Assisting admitted students with course selections and Paper Work.
* Understand and respond to general campus, program, admissions, application, financial aid (including need and merit-based aid), and recruitment questions posed by callers, visitors or emails).
* Assisting admissions director with creating reports for new student programs.

**Project #4:**

**Company: Webco**

***Role****:* ***Salesforce Developer/Administrator Duration: Jun 2011 – Jun 2013***

**Environment:** Saleforce.com, Apex, Visualforce, JavaScript, Eclipse/Force.com IDE, SOQL & SOSL.

**Responsibilities:**

* Designed various Web Pages in **Visual Force** for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Synchronized with the business process review meetings and multiple teams for ascertaining standardized workflow processes.
* Created **Formula Fields**, **Validation Rules**, **Workflow** and **approvals** for the flexibility and functionality of force platform application.
* Extensively used **HTML** tags, Frames and **CSS** to maintain uniformity in the Web pages.
* Worked on **Unit testing**for the customizations and developments done during the project.
* Implemented **Case Management Automation** to track and solve Customer’s Issues.
* Strong experience in working with **Security framework**, **Dashboards** and **reporting modules**.
* Participated in the training sessions provided by the **Salesforce team**
* **Integrated** Data Warehouse to Salesforce to get periodic updates for Standard and Custom objects in Salesforce.
* Created **Profiles** and implemented **Object** and **Field Level Security** to hide critical information.
* Complete the **Application modification** functionality and the **Toolbar modification** functionality of the application as separate Flex Modules and integrated them onto one composite application.
* Defined documentation **review cycles** for the project and assign review tasks to the project team. Follow-up with reviews to see them through to completion.
* Created **Custom Objects** and defined **lookup and master-detail relationships** on the objects. Also created **junction objects** to establish connectivity among objects.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application using the Eclipse IDE.
* Develop **Visual Force Pages, Visual Force Custom Controllers** Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.

**Project #5:**

## Company: Data Services India PVT. LTD, Chennai.

## *Role: Java Developer Duration: Oct 2009 – Jan 2011*

**Environment:** Java, J2EE, Struts, Oracle, TOAD

**Project Description:**

This project comes under Network Systems. The Circuit Drawing is generated by the data collected from the DART application. It majorly, eliminates the manual effort of drawing the Circuits. It visualizes the model of the PSAP Circuits connected through the Central Offices. It also indicates the Diversity failure nodes of the paired circuits. It has

1. Hide/show equipment of Central Offices.

2. Export the generated SVG in PDF format.

3. Common Node View, where diversity failure nodes are shown on the right-hand side.

4. Filter Group option, which is used to filter the circuit groups to be viewed in the SVG.

**Responsibilities:**

* Studied the project requirement and designed the project. Created tables, views, synonyms and sequences.
* Created Database Triggers, Stored Procedure, Functions and Packages. Optimized queries using rule based & cost-based approach.
* Created database objects like tables, views, synonyms, indexes and sequences.
* Created front end applications using forms and reports
* Used SQL Loader and Export, Import utilities for data loading. Modified existing forms, reports, and graphs as per the enhancement. Tested all the new and modified program units
* Extensively used triggers, PL/SQL procedures, packages, functions while developing the forms and reports.