**RAHMAN ALI**

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**(815) 556-9257**

**PROFESSIONAL SUMMARY**

* Having 5 years of experience in Salesforce.com CRM and Force.com platform.
* Experienced software developer with good CRM, APEX Web Services API development skills, JavaScript, Visual Force, APEX Batch jobs and Scheduled jobs.
* Met with customer operations managers to identify issues and areas of potential improvement.
* Supported business needs with technical design documentation.
* Work on Lightning App & Lightning web component development.
* Conduct technical design reviews and demos to the customer (IT and business)
* Collaborate with executives and managers to ensure Direct Connect get the most out of Salesforce and improve business processes
* Work on new acquisitions data: Data mapping and integration into our database.
* Have a good knowledge on understanding of CRM Business processes like Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management (Email-to-Case and Web-to-Case).
* Experience in Salesforce App Cloud in designing enterprise applications which combines Lightning App Builder and Lightning Components.
* Extensive experience in developing Apex Classes, Triggers, Controllers and Visual force pages.
* Experience in querying salesforce.com database using SOQL & SOSL queries using Force.com.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Expertise in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce Business custom objects, master-detail relationships, lookup relationships.
* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Used community cloud to build deeper relationship with customers to provide better service and assist them through online.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Experienced in designing Junction objects and implemented various advanced fields like Picklist, Custom Formula Fields, Field Dependencies, Validation Rules, and Work Flows for automated alerts, field updates, and Approval Processes according to application requirements.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Used different data tools – Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete etc.
* Expertise in various Standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases , Leads, Campaigns, Reports and Dashboards.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various Roles, Profiles and configured the permissions based on the organizational hierarchy.
* Created Page layouts, Search layouts to organize fields, custom links, related lists and other component on a record detail and edit pages.
* Understanding on how to create service resources and service crews that represent your field service technicians in Field Service Lightning app and add details about their skills, service territories, and availability.
* Experience in Generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.com.
* Expert in project management tools like JIRA, Bitbucket, Ant, GIT, Tortoise SVN, and Jenkins.
* Developed and worked on different Salesforce.com environments such as Sandbox and Production environments.
* Excellent experience in using Oracle, SQL Server and SQL databases and Familiar with Stored- procedures Triggers and Functions using PL/SQL .
* Worked under Agile SDLC using Scrum methodology.
* Synchronized ETL flows between various databases and report servers.
* Ability to quickly adjust priorities, extensive creativity, and the ability to take on projects with limited specification and an effective team player.

**EDUCATION**

* Bachelor of Technology in Computer Science from JNTU, India.

**CERTIFICATIONS**

* Certified Salesforce Platform Developer I.
* Certified Salesforce Administrator.

**TECHNICAL SKILLS**

**Salesforce Technologies:** Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, Apex Web Services, Apex Custom Controllers and Extension, Salesforce.com customizations like Workflow Approvals, Dashboards, Custom Objects, Record Type, Role Hierarchy, Validation, Quotes, Formulae, Page layouts.

**Salesforce Tools:** Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production).

**Languages**: Java, JavaScript, SQL, Apex.

**Databases:** Oracle10g/9i, SQL Server 2008/05/2000, MYSQL, DB2.

**Web Technologies**: JavaScript, HTML5, XHTML, AJAX, Visualforce and Force.com IDE, Apex Data Loader.

**Operating System:** Microsoft Windows 98/2000/XP/Vista/7, OS X (Mac).

**PROFESSIONAL EXPERIENCE**

**Client: Blue Cross Blue Shield, NC Mar2020-Till date**

**Role: Sr. Salesforce Admin/Developer**

**Responsibilities**

* Performed the role of Salesforce Admin & Developer in the Organization.
* Worked with business users to develop project implementation and develop plans including user interfaces.
* Build Lightning components using two programming models: Lightning Web Components, and the original model, Aura Components.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
* Defined Lookup and Master-Detail relationships on the standard and custom objects.
* Maintained the Salesforce platform by monitoring support tickets, user issues, and employee workflows.
* Involved in the maintenance of the previous versions of the product by addressing bugs and client issues.
* Performed QA testing after critical updated to transition customer data smoothly to retain performance and usability of salesforce.
* Tracked and performed daily routine necessary applications such as merging duplicates, task assignments, maintaining and upgrading security permissions, & more.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.
* Worked on various Standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Created and maintained user profiles, workflows, dashboards on Salesforce and other CRM software.
* Set permissions for users using Object-Level and Field-Level security best practices.
* Implemented solutions to resolve system errors and data issues to avoid downstream effects on marketing or sales teams.
* Worked on Process builder and Lightning flow for the automation process.
* Experience in Creating Roles, Profiles, Sharing Rule, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
* Worked on different types of Reports (Summaryreports, tabular reports, Pie charts), Dashboardsand Report folders for different user profiles as per the requirements.
* Worked on Record Types, Validation Rules, Triggers and Formula fields with the best practices.
* Worked on data migration from databases to SFDC using Data Loader
* Use Field Service Analytics to give your managers and dispatchers easy, real-time visibility into operational performance and KPIs.
* Experience in creating detailed process documentation and deployment process on issues for Future Follow ups along with smoke test.
* Experience with source control tools Git, Bit bucket, Change set, Copado & built Salesforce code from the repository.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities.

**Environment**: Saleforce.com CRM, Force.com platform, Sales Cloud, Service Cloud, Community cloud, Health cloud, Apex Classes, Visualforce Pages, Controllers, Lightning Component, Wave analytics, Custom Objects, Custom Tabs, Page layout, Email Services, Workflow &Approvals, Reports, Dashboards, Security Controls, Git, Change set & Copado.

**Client: Credit Suisse, Raleigh, NC Sept2019-Feb2020**

**Role: Salesforce Developer/Admin**

**Responsibilities**

* Performed the role of Salesforce Developer in the Organization.
* Collaborate well with an offshore team to deliver quality code as the only developer on site.
* Mastered implementations of multiple uses of Apex, SOQL queries, SOSL, custom object design & management, and the creation of Visual Force Pages.
* Developed Apex Classes and Apex Triggers for various functional needs in the application
* Managed API integrations and web services. Good SOAP-based and RESTful Apex Web services integration expertise using OAuth2 authorization.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Create and manage work orders for field service operations and instantly view Knowledge articles and track SLA compliance with Milestones.
* Implement web-to-lead setup, assignment rules, auto response rules etc.
* Customized Salesforce layout & functions to best suit employer's needs.
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience
* Implemented Security and Sharing rules at Object Field and Record levels for different users in the organization.
* Strong experience with source control tools Git, Bit bucket, built Salesforce code from the repository.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* ExpertiseincustomizingstandardObjectslike Accounts,Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports (Summaryreports, tabular reports, Pie charts), Dashboardsand Report folders for different user profiles as per the requirements.
* Worked on Salesforce DX CLI.
* Configured Salesforce including but not limited to validation rules, workflows, custom labels, custom settings, profiles and permissions

**Environment**: Saleforce.com CRM, Force.com platform, Sales Cloud, Service Cloud, Community cloud, Apex Classes, Visualforce Pages, Controllers, Lightning Web Component, Lightning Component, Wave analytics, Custom Objects, Custom Tabs, Email Services, Workflow &Approvals, Reports, Dashboards, Security Controls, Git, Bit bucket.SFDX CLI.

**Client: Cisco, Atlanta, GA Feb 2018-Aug 2019**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked on Salesforce.com customizations using Apex (classes, triggers and web services) and VisualForce that consists of several new data integrations and customizations are done to B2B Salesforce.com.
* Experience in visual force pages, writes, tests, analyzes, and implements high quality code according to specifications.
* Worked on Sales Cloud, Service Cloud, Marketing Cloud/Exact Target, Health Cloud Platforms, and also Sales and Marketing Application Development.
* Experience with Salesforce Service cloud implementation and Sales cloud.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects
* Installed Salesforce App Exchange (Knowledge Module) Application, configured and maintained user security permissions in compliance with organizational needs.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Coordinated business process review meetings with multiple teams to establish standard workflow processes. Experience on Salesforce modules objects like Campaigns Management, Leads and Opportunities
* Designed, Implemented and developed the Custom Objects, Page Layouts, Custom Tabs, and Components to suit to the needs of the application.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements. Hands on experience on using languages like HTML, HTML5 in attaching page content like data, images and videos.
* Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
* Defined Lookup and Master-Detail relationships on the standard and custom objects.
* Created Roll-up Summary fields to aggregate data from child records on the parent.
* Used Field-level Security to ensure that protected data is only shared with authorized persons.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Created Visualforce Pages to provide UI to the custom objects.
* Wrote custom controllers implementing complex code for retrieval from Sales Force to Visualforce pages.

**Environment**: Saleforce.com CRM, Force.com platform, Sales Cloud, Service Cloud, Community cloud, Apex Classes, Chatter, Visualforce Pages, Controllers, Lightning Component, Wave analytics, Custom Objects, Custom Tabs, Email Services, Workflow &Approvals, Reports, Security Controls, Force.com IDE, Windows.

**Client: Liberty Mutual, Dover, NH Jan 2017-Jan 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Engaged with the sales team and business analysts to gather business and user requirements.
* Provide solution design to implement the requested functionality in Salesforce.
* Configure Salesforce objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Developed and deployed workflows, Reports, Approval processes using salesforce.com platform.
* Created and used Email templates in HTML, Custom and Visualforce format.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.
* Developed Apex Classes, Controller and Apex Triggers for various functional needs in the application.
* Used Change Sets to deploy code from sandbox to sandbox and production environment.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.

**Environment:** Saleforce.com platform, Force.com ide, Apex, Visualforce (Pages, Component & Controllers),Pages, Data Loader, HTML, Inside sales telephonic plug-in, Java Script, Workflow& Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.

**Client: Tata Consultancy Services, India May 2015-Dec 2016**

**Title: Salesforce Developer/Admin**

**Responsibilities:**

* Creating Application to maintain the details of the product from the demand phase to Production phase
* Coordinated business process review meetings with multiple teams to establish standard workflow processes.
* Experience on Salesforce modules objects like Campaigns Management, Leads and Opportunities.
* Designed, Implemented and developed the Custom Objects, Page Layouts, Custom Tabs, and Components to suit to the needs of the application.
* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Defined Lookup and Master-Detail relationships on the standard and custom objects.
* Created Roll-up Summary fields to aggregate data from child records on the parent.
* Used Field-level Security to ensure that protected data Security is only shared with authorized persons.
* Wrote custom controllers implementing complex code for retrieval from Sales Force to VisualForce pages.
* Developed triggers to meet the complex business rules on custom objects by following Apex Best Practices.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Created auto assignment rules using the workflow process to route tasks.

**Environment**: Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, VisualForce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow &Approvals, Reports, Security Controls, Force.com IDE, change sets, sandbox, windows.