##

## Name: Ayesha Shaik

Email: ayeshashaik2009@gmail.com

Phone: +91-9550567685/+91-9885010967

Admin cert num: 21483935

Dev cert num: 21413652

App Builder Cert num: 21418221

**Professional Summary:**

* **Over 4 plus years of experience in IT Industry in Salesforce.com CRM platform.**
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Comprehensive knowledge of Software Development Process using **Agile and Waterfall methodologies**, having thorough understanding of various phases like **Requirements, Analysis, Design, Development and Testing**.
* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as

expected by business requirements.

* Primary level experience in working on web services and giving solutions by **SOAP and REST integrations**.
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to the governor limits.
* Participated in all stages of **Software Development Life Cycle (SDLC)** i.e., System Analysis, Design, Development and

Testing Expertise.

* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and

Force.com platform and **Force.com Sites**.

* Experience in understanding business requirement to design the required entities like custom objects, creating the

 **relationships and junction objects**.

* Developed **Apex classes** using other platform-based technologies like **Visualforce, Force.com IDE**.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and

 **Report Folders**.

* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval**

**process, sharing rules** automation for satisfying complex business process automations.

* Experience in implementing **security** and **sharing rules** at object, field, and record level for different users at different

 levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

* S elf-sufficient, flexible, self-directed and motivated team player capable of managing multi-tasking and a fast learner

 by adapting to the conditions.

* Strong communication, organizational and interpersonal competencies along with detail oriented and

problem-solving skills in the technology arena.

* Excellent communication skills, time management skills and problem-solving skills.

|  |  |
| --- | --- |
| **SFDC Technologies** | Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE |
| **Languages** | APEX, Visualforce, JavaScript |
| **Tools & Technologies** |  Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Operating systems** | Windows 98/NT/XP/Vista/7/8, Windows CE, Linux. |

**Professional Experience**

**Company:** Intelogik Solutions, Pune, India.

**Client**: American Red Cross, USA

**Role:** Salesforce Developer/SF Consultant

**Project:** Seminar Management System (related to Health care)

**Work duration:** July 2019- September 2020

 **Responsibilities:**

* Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the business requirement.
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in creating the Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
* Involved in creating various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards as per the business needs
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals, process builders.
* Strong Knowledge in Salesforce Administration and Customization, Data, Validation, Sales, Marketing, Customer Service and Support Development team.
* Identified requirements for clients and designed appropriate business models and user interfaces (UI).
* Developed Apex Triggers, Visual force pages, Controllers and managed to support the business workflows.
* Extensive experience in customizing the User Interface of Salesforce CRM using Apex Programming, Custom Controllers, Visual Force, and JavaScript.
* We have created a custom batch apex in order to process large volume of raw event data which our clients collected from their employee from old system
* Implemented Chatter collaboration to communicate with the users in the organization.
* Involved in data mapping activities to import data provided by the internal data warehouse into salesforce.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Company: Intelogik Solutions**, Pune, India.

**Role:** Salesforce Developer/ SF Consultant

**Project:** OnlineInsurance Management (Web Application)

**Work duration:** July 2017- June 2019

**Responsibilities:**

* Involved in Analyses of business process with client and then involved in creating the application and data model required for the Business requirement.
* Involved in Working with Standard and custom Salesforce features like field, page layout for opportunity, contacts, accounts.
* Defined lookup, master-detail relationships on objects and created junction objects to establish connectivity among objects.
* Worked on Assigning Roles Hierarchy, creating user Profiles permission sets and Security setup within the organization.
* Responsible for setting up Filed Level Security.
* Visual force pages have been created/modified to display insurance information based on Policy type for security reasons.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules,
* automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
* Created and used Email templates in HTML and Visualforce for auto response.
* Created workflow rules, time triggers, define related tasks, email alerts, field updates to implement business logic.
* Developed complex Apex batch jobs for updating the accounts daily and monthly basis.
* Used SOQL and SOSL with consideration to governor limits, data migration and custom developments for data
* Manipulation needs of the Application using platform database objects.
* Custom authentication methods such as RSA, one-time code (OTC), Reset password options been implemented to validate customer details.
* We have integrated our client’s own database with salesforce based on unique customer Id. Salesforce only maintain minimal customer information for security reasons. It uses SOAP & REST API to interact with other system.
* Single sing on configuration have been enabled in our salesforce org so that users can login without providing username & password.
* Using salesforce WSDL to integrate to other applications and use Rest API to make inbound and Outbound Calls.
* Migrate existing data from Legacy systems using Data Loader and Web services.
* Create and customize Visualforce pages to enhance functionality and display information from different objects.
* Used force.com migration tool to display metadata between local sandbox environment, production and another SF org.

**Company****: Intelogik Solutions**, Pune, India.

**Role:** Salesforce Administrator

**Project:** Seminar Management in Health care

**Work duration:** Jan 2016- June 2017

**Responsibilities:**

* Involved in SFDC application setup and customization to match the functional needs of the Company.
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts,

Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Company: Intelogik Solutions, Pune, India.**

**Role:** Salesforce Administrator (Internship)

**Project:** Event Management.

**Work duration:** June 2015 – December 2015

**Responsibilities:**

* Learned how to identify the Business needs and customer requirements.
* Observed closely how to design and configure Salesforce solutions from training
* Assisted with daily administrative duties.
* Get hands-on knowledge in SFDC
* Learn and gain experience in RTP while involving through day to day tasks and assignments.

**PROFESSIONAL QUALIFICATION**

* **Master of Technology in VLSID - 2011 from Pydah college of Engineering From JNTUK.**
* **Bachelor of Electronics & Communication-2008 from QIS College of engineering from JNTU.**
* **Completed Diploma in Electronics-2005 from SUVR&SR GPW from Technical Board of Education.**

Date:

Place: Andhra Pradesh, India. Ayesha Shaik