

# SHAHROZ BEIG

## Salesforce Consultant / Lead

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Target Roles: Senior Salesforce Consultant / Lead

Target Industry: Open

- Salesforce Certified professional, offering a dynamic experience of 6 years in executing Salesforce Development Projects and achieving organizational goals, targeting roles as Senior Salesforce Developer/Lead
- Robust hands-on experience in Apex Coding, Aura Components, Lightning Web Components, Web Services, Customizations, and Deployment using various tools like change sets, ANT, SFDX, and CI/CD.
- Involved in delivering Salesforce Projects - primarily Custom Code Development (Apex & Lightning components) but also on other related technical items including configurations, communities, and integrations with external applications
- Expertise in designing & developing Apex, Visualforce, Aura, and LWC to implement custom business logic
- Experience in Salesforce Configuration & Customization to have a better look and feel of the Salesforce application with Administration, creating roles, profiles, page layouts, workflow alerts, actions, approval workflow, Field Service Lightning (FSL) / Salesforce Field Service (SFS)

### AREA OF EXPERTISE

#### **Salesforce Development:**

- Developing customized solutions within the Salesforce platform, designing, coding, and implementing Salesforce lightning applications
- Creating timelines development goals with prioritization, testing the stability and functionality of the application, troubleshooting and fixing bugs
- Supporting business requirements and dealing with all the CRM needs of the client, providing customized solutions using the Salesforce clouds (Sales Cloud / Service Cloud / Community Cloud) taking care of requirement gatherings, producing functional analysis, facilitating customer workshops
- Utilizing best practices to perform operational support, enhancements, and bug fixes as needed
- Communicating with project managers, clients, and developers and ensuring efficient participation in all phases of development

#### **Project Management:**

- Directing successful execution of salesforce projects, while also planning and directing the work of the other associated team.
- Establishing project review, monitoring and status reporting procedures to accurately report the project's progress to the stakeholders and end-user clients.
- Accomplishing targets & goals by communicating job expectations, managing, and hiring team by recruiting, selecting, orienting, and training new employees

#### **Team Leadership:**

- Collaborate with clients/stakeholders, gather & understand requirements, followed by a translation into functional specifications as well as provisioning of suitable solutions to improve the process
- Building & leading effective teams on multiple initiatives simultaneously, including, stakeholders, vendors/business partners, and team relationships while prioritizing multiple projects & evolving design culture
- Developing, motivating, and supervising the team's technical proficiency in design by formulating, implementing skill enhancement programs, and defining metrics

### CERTIFICATIONS

- Salesforce Certified Platform Developer I (PD1)
- Salesforce Certified Platform Developer II (PD2)
- Salesforce Certified Administrator



## WORK EXPERIENCE

### Since Jun'19, ION Group, Gurugram as Salesforce Tech Lead

#### Roles and Responsibilities:

- Lead and/or contributing to all technical aspects in the development to provide a scalable solution
- Instrumental in creating a platform to tackle competitors, marketing, streamlining Treasury & Risk Management that helped in increased revenue growth by using only Salesforce for their business activities
- Liaising with business partners to gather requirements, scope & effort estimates, solution designing, distributing among the team
- Ensuring that development meets business requirements or business process & goals, fulfil end-user requirements, and resolves systems issues and provides detailed design & documentation of each component of the solution
- Coordinating with the onshore/offshore teams in support of development activities, and maintaining high customer satisfaction through the delivery of high-quality, timely, and thorough solutions to customer problems

### Oct'16 – May'19, Nagarro Software Pvt. Ltd. as Salesforce Developer

#### Roles and Responsibilities:

- Data migration using the DB Amp tool
- Translated functional requirements into technical requirements, designed and built high-performance, reusable, and reliable Apex code with best practices and ensured the best possible quality of the application
- Wrote test classes for the managed package while ensuring more than 85% code coverage, and tested bug fixes to make sure they work as per requirements, then deploy them to production
- Built Apex Trigger, Apex classes, Apex Batch & Schedulable Classes, building APIs, community, Aura Components, Visualforce Pages, Email Template (Classic, HTML, VF template, admin stuff like Workflows, Flows, Process Builder, Approval Processes)
- Deprecated and replaced the existing S-Controls and Flashes with VF-Pages and Lightning Components

## PROJECTS EXECUTED

### ION Group

- **Built Reval Treasury and Risk Management System:** to help treasury teams in global corporations better manage cash, liquidity, risk, and account for, report on complex financial instruments, hedging activities
- **Built Customer Portal Community:** Built a community where the customers can access their documents and product-related information
- **Migrated Analytics Acquisition:** Migrated from SugarCRM to Salesforce post acquiring Acuris one of the biggest projects in ION Salesforce, performed implementation of Analytics requirements from the scratch. Built all the existing workflow and automation
- **Implemented Integration:** Linked another system linked with the salesforce and they both run hand in hand, both store different information and then they interact and integrate the information in the form of Salesforce objects

### Nagarro Software Pvt. Ltd.

- **Data Migration:** Migrated legacy data to the Salesforce comprising of extracting, transforming & staging from SQL Server database, loading it over to Salesforce using DBAmp tool
- **Blackbaud's Professional Services:** developed the replica of functionalities from a legacy system (Razor Edge was developed using other technology) to Salesforce for the Blackbaud's subordinate associates including major us non-profits organizations
- **Worked on LCRM (Luminate CRM) Package:** Enhanced the functionality of Managed package Luminate CRM (LCRM) to helps non-profits build stronger relationships with all the supporters whether prospects, donors, volunteers, or advocates.
- **Payment Gateway Integration:** Integrated salesforce with the payment gateway services to process the payment and store the payment related information in salesforce
- **Chat Bot:** Developed this chatbot independently using Node JS and Microsoft's Bot Framework and LUIS

## SKILLS

### Technical Skills

- Apex, Visualforce, Lightning Component Framework, Apex Triggers, Java, Basic of OOPS, Node JS, Lightning Web Component, Field Service Lightning (FSL) / Salesforce Field Service (SFS)
- JavaScript, Visual Force, HTML, SQL Server, IntelliJ Idea, Force.com IDE, Visual Studio Code, Data Loader, Workbench,
- Change Sets, Metadata, ANT based tools, SFDX, GIT, GitLab, Bitbucket, MuleSoft, Heroku, Copado, Salesforce Managed Packaged

### Soft Skills

- Time Management, Prioritizing, , Adaptability, Presentation, Constructive Feedback, Active listening, Problem-solving, Brainstorming, Decision making, Teamwork, Collaboration, Coordination, Questioning, Attention to details, Introspection, Acuity, Work Ethics, Tolerance, Responsibility, Commitment, Agile Development Methodology, Waterfall,

## EDUCATION

- B.Tech. (Computer Science and Engineering) from Dr K.N. Modi Institute of Engineering and Technology, Modinagar, Ghaziabad Affiliated to UPTU in 2016