**CURRICULUM VITAE**



**K M Jahangeer Basha**

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**Professional Summary**

* Having **6 plus years** of Overall experience in Development of Web based applications
* Having **4 plus years** of Professional experience in **Salesforce.com(SFDC)**
* Certified **Sales force Administrator** & **Platform Developer 1**.
* Having Experience in **Sales Cloud**, **Service Cloud, Field Service Lightning.**
* Have involved in creating **PROFILES, PERMISSION SET, OWD**
* Have involved in creating **PAGE LAYOUTS** , **RECORD TYPES**
* Have involved in writing **VALIDATIONS,FORMULA FIELDS** and **ROLLUP** fields
* Experience in creating **WORKFLOW AND APPROVAL PROCESS**
* Experience in moving the data from Sales force org to another org using **DATA LOADER**
* Experience in Data migrations using **CHANGE SET, FORCE.COM MIGRATION TOOL** using **Maven Mate**, **ECLIPSE IDE**
* Generating **CUSTOM REPORTS** and **DASHBOARDS** in a timely manner
* Experience in creating **APEX CLASSES, EXTENSIONS, VISUALFORCE PAGES**
* Experience in creating **APEX TRIGGERS, SOQL, SOSL**
* Experience in creating **BATCH APEX AND SCHEDULE APEX**
* Experience in **HTML, CSS, JAVA SCRIPTS, JQUERY, AJAX**
* Experience in performing **HTTP CALLOUT** using **APEX** **REST WEBSERVICES**
* Experience in creating **Sales force Lightning** Components.

**Experience Profile**

* Currently working as a **Manager in** **Sr. Salesforce Developer** in **Whitehat JR Mumbai,** from **August – 2020** to till date.

**Previous Organization**

* Worked as a **Sr. Software Developer** in **Zensar Technologies** from **August – 2019 to August - 2020.**
* Worked as a **Software Developer** in **BirlaSoft Private Ltd, Pune** from **September – 2018** to **July - 2019**.
* Worked as a **Software Associate** in **Vyom Labs Private Ltd**, **Pune** from **July 2018 – September – 2018.**
* Worked as a **Developer** in **Kapardhi Soft Tech Private Ltd**, **Hyderabad** from **September 2014 – July 2018.**

**Academia**

* Master of Computer Application (**MCA-2011-14**) from **Muffakham Jah college of Eng & Technology (Osmania University)** with **69%**
* Bachelor of Computer Science (**B Sc-2008-11**) from **St Joseph Degree & PG College (Osmania university)** with **71%**
* Board of Intermediate (**BOI-2006-08**) from **Wesley Boy’s Junior College** with **(68%)**
* Board of Secondary **(2005-06**) from **AL-Siddique High School** with **(69%)**

**Technical Skills**

* CRM : Sales Force CRM
* Operating Systems : Windows-2000/2003/2007/2010
* Programming Languages : Apex , Java, JDBC
* Web Technologies : HTML, CSS, JQUERY
* Database : Oracle, Mysql
* Tools : Apex Data Loader, Maven Mate
* IDE/GUI Tools : Visual Studio Code, Eclipse IDE (NEON)

**Project #9**

* Project Title : No Laptop Project
* Environment : Force.com Platform
* Team Size : 3
* Client : Whitehat Junior.
* Role : Sr. Sales force Developer
* Duration : Aug 2020 to till date

**Project Description**

 White hat Junior is a product base company where kids are taught to code online by our experts and teacher’s. Sales Process starts with V2 System where Student/Parent can book a trial class. Once the trial class has booked in V2 System then it will come as a lead record in Sales force. Sales Manager Profile users can track these leads in sales force and convert these Leads into Account and Opportunities records. In the current No Laptop project, we are providing Course plus Laptop to the Students who have enrolled for the course. Recently we have been introduced MATH Course to the curriculum where student can enrol for the MATH Course along with Coding skills.

**Roles and Responsibilities**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Worked with various Standard Objects like **Lead, Account, Opportunity** and Custom object like **Payments, Error Logs, Reprocess Shipping Address, Team Landing, Team Slab, Team RPC**
* Created **REST based Web Services** for posting the data to the **V2 System** and also provided the Web services API to the V2 System. Uses **Zapier** as a Middleware in one of the requirement where we want to communicate **Salesforce** with **Zendesk** System.
* Uses the **Talk Desk Manage Package** for **Call Logging** in Salesforce.
* Created **Batch class** which will pick the user based on the **Opportunity country**, **Language Preference** and whether it is a **Laptop opportunity** or **No Laptop opportunity.**
* Created **Queueable class** for posting the **Student Shipping Address** to the V2 System.
* Created **Lightning Components** to show/hide the timings on the Opportunity detail page. Based on the time zones display Sales Manager can able to Call on those Opportunity.
* Created **Custom metadata records** for mapping city Language, Country Mappings for assigning default Managers.
* Created **Apex classes** and **Apex Triggers** based on the requirement.
* Created **Einstein Dashboards** for Analysing the **Sales Report**, **Sales Performance of Sales Manager, Sales team Leader, Sales Director and Sales Vice President.**

**Project #8**

* Project Title : M Group Services
* Environment : Force.com Platform
* Team Size : 5
* Client : Morrison utility Services Limited.
* Role : Sr. Sales force Developer
* Duration : Aug 2019 to July 2020

**Project Description**

Morrison Utility Services is the UK’s largest, dedicated, independent utility service provider, working in long-term frameworks on behalf of regulated asset owners across the electricity, Gas, Telecommunication and Smart Metering (Water meter Installation). These services are expanded in three regions of UK (North, South, Central). M Group Services has already started using the Manage Package of Field Service Lightning of Salesforce (Service Cloud) where they can efficiently track the business process, Field Service workers, Timesheet Entries of Technicians.

**Roles and Responsibilities**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Involved in Salesforce.com Application Setup activities to match the functional needs of an organization.
* Worked with various Sales Standard objects like **Accounts, Contacts, Opportunities, Product, Contracts, Orders, Reports, Dashboards**
* Worked with various Service Cloud objects like **Workorder**, **Service Resources**, **Cases**, **Service Appointments, Work Type.**
* Worked with **Mobile Field Service Application** of Salesforce.
* Having Experience in creating **Service Report Templates**, **Mobile Flows**, **Flows**, **Workflows** and **Process Builder**.
* Having Experience in creating **Apex Triggers**, **Apex Classes**, **SOQL** and **SOSL.**
* Having Experience in creating **Scheduled Apex** and **Batch Apex** for Long running operations.
* Having Experience in **Deployment Activities** using **Change Set** feature of Salesforce.
* Having Experience in **Meta Data Migrations** using **Eclipse** and **Visual Studio Code**.
* Having Experience in creating **Lightning Components**, **Quick actions** and **Lightning Data Services.**
* Having Experience in **Data Migrations** using **Data Loader.**
* Having Experience in creating **Validations Rules, Custom Labels, Profiles, Permission set, OWD, Reports & Dashboards.**

**Project #7**

* Project Title : Global Sales Streamline Account Plan
* Environment : Force.com Platform
* Team Size : 5
* Client : Weatherford
* Role : Sales force Developer
* Duration : April 2019 to July 2019

**Project Description**

Weatherford Streamline Account Plan 2019 for Global Sales is to have hard focus on client by increasing face to face engagement, with focus on identifying solutions to meet our needs by moving top opportunity forward and using pursuit plan to outline strategies to win projects. By owning the action items, being proactive in internal communications, and engaging all stakeholders as necessary, the global team will be able to consistently execute to a common plan and increase Top Line Revenue. The new process for an Account Plan starting February 2019 is in three steps: Pipeline Management, Pursuit Plan and Executive Summary.

**Pipeline Management** - Simplifying Opportunity stages will allow Sales to focus more on Clients and less on Admin functions. Opportunity will be recognized in two ways, Major or Non-Major Opportunity. To simplify further, the stages and related required fields will vary for Major and Non-Major Opportunity.

**Pursuit Plan** – A section within an opportunity will be required to complete for Major Opportunity to understand customer strategy, be able to set Weatherford strategy to win and what Weatherford wants the competition to win.

**Executive Summary** - A one-page briefing document for an executive to furnish to the Customer. Partial data will be entered by the user and partial will be populated through Weatherford Performance Tracking System. Account Plan(s) created prior to February 2019 will remain as historical data.

**Roles and Responsibilities**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Involved in Salesforce.com Application Setup activities and Entity-Relationship data model to match the functional needs of an organization.
* Worked with various Standard objects like **Accounts, Opportunities, Contracts, and Orders.**
* Worked with various Custom objects like **WPTS Account, Customer Safety, Customer Finance, Executive Summary, WPTS Data.**
* Created an **E-mail alert** to send notification emails to **Global Account Manager, Strategic Account Manager, and Account Manager** of corresponding Account.
* Worked on **Apex classes, Triggers** and **Extensions**, Created custom buttons "**Deliver and Measure"** and **"Pursuit Plan"** on Opportunity record page.
* Created **Custom metadata type** for a Stage change Validations. This Custom metadata type controls which fields are required for **major** and **non major Opportunity**.
* Created **custom fields, Formula fields, Dependent Pick list** and **Related Sections** on Opportunity Object
* Created **Validation rules, Page layouts** and **related list** on Opportunity object.
* Created **Reports** and **Dashboards** to show the list of opportunities for the Account. The dashboard will display by Identify, Pursue, Tender, negotiate to close, Closed and Deliver & Measure.
* Created Custom button "**Executive Summary**" on Account Detail Page.
* Developed **Lightning Visual force page** for Executive Summary mock up as per requirement.
* Extract the WPTS using **Data Loader** on weekly basis and store it in a Staging object called WPTS Data object.
* Created a **batch class** to separate out WPTS data into corresponding **Customer Safety** and **Customer Finance** Object.

**Project #6**

* Project Title : Weatherford Laboratories(Labs) Divestiture
* Environment : Force.com Platform
* Team Size : 3
* Client : Weatherford
* Role : Sales force Developer
* Duration : Jan 2019 to Mar 2019

**Project Description**

Weatherford (WFT) has sold its Laboratories (Labs) and as part of the divestiture it has been agreed to allow Labs to continue to use WFT CRM application in sales force org. Weatherford will restrict the visibility of Sales force CRM to Labs related data only for Labs employees. Weatherford will share Accounts and Contacts with Labs employees, which will allow Labs to benefit from the “Compliance Checked” Accounts. Labs employees will have access to Labs related data in Sales force CRM app in all objects to continue their day to day work. Sharing rules will be created in Sales force to provide segregation of data between WFT and Labs.

**Roles and Responsibilities**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Involved in Salesforce.com Application Setup activities to match the functional needs of an organization.
* Worked with various Standard objects like **Accounts, Contacts, Opportunities, Product, Contracts, Orders, Reports, Dashboards**
* Worked with various custom objects like **Bonds, BSA, CVR, Tenders/Proposals**.
* Created **Custom Fields, Profiles, Object Permissions, Page Layouts, Page Layout Assignment, Record Types, Sharing Settings**.
* Created **Public Group** and add users in all the roles excluding the users in lab roles.
* Created **Process Builder** on Opportunity to mark or unmark the related orders as Lab order depending on the change on Lab Opportunity Flag. Similarly Tenders/Proposals also depend on Opportunity to mark or unmark related Tender/Proposals as Lab Tender/Proposals.
* Created **Apex classes, Triggers** and **Test classes**.

**Project #5**

* Project Title : Account Plan to Gold Standards Parent/Child Functionality
* Environment : Force.com Platform
* Team Size : 3
* Client : Weatherford
* Role : Sales force Developer
* Duration : Oct 2018 to Jan 2019

**Project Description**

Creating a Parent/Child relationship functionality, a “roll up” of key information from the ‘local’ Geo zone (Child) Account Plan’s (AP) to the Global (Parent) Account Plan for the same customer will fill the gaps in the information at the global level potentially not missing opportunities and increasing commitment to win Roll up of child financial information will provide status of overall goal by segment for that customer which will significantly accelerate all communications, sales process and best practices across all teams. An account plan is a tool for the Weatherford Account Manager to align the objectives of the customers with Weatherford’s growth and retention strategy in Sales force

**Roles and Responsibilities**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Involved in Salesforce.com Application Setup activities and Entity-Relationship data model to match the functional needs of an organization.
* Worked with various salesforce.com objects like **Accounts, Opportunities** and custom Objects like **Account Plans, Account Plan Revenue Goals, Customer Objectives, Customer Operations, and Gap Analysis**.
* Worked on **Apex Classes** and **Apex Triggers** for traversing from Child Accounts to Parent Accounts.
* Worked on **Test cases** to maximize code coverage of Apex classes and Triggers.
* Declarative **Rollup Summary package/Tool** already installed in our org to calculate the rollup from child. This tool can only rollup fields till 16 level of hierarchy
* Created **Record Types, Page layouts, Related list**, **Validation rules** and **Roll up fields** on the objects
* Developed **Lightning components** to generate various **Custom Tabs** on Account Plan record page.
* Developed Lightning components to display **custom button** and **VF Pages** to display error messages on different scenarios as per requirements.
* Worked on Meta-Data Migration using **Eclipse tool** for taking backup of an org before deploying to Production.

**Project #4**

* Project Title : Executive Dashboards
* Environment : Force.com Platform
* Team Size : 1
* Client : Weatherford
* Role : Sales force Admin
* Duration : Sep 2018 to Oct 2019.

**Project Description**

Executive Dashboards display Recognized Revenue, Gross Margin and Pipeline data in Sales force Lightning. Executive user will be able to view relevant dashboard according to their role/profile in Sales force. Executive Dashboards have three tabs – **Recognized**, **Gross Margin**, and **Pipeline**. Data for Recognized and Gross Margin are extracted from Hyperion Excel sheet. Data for Pipeline are extracted from Sales force reports.

**Roles and Responsibilities**

* Gathering External Revenue, Gross Margin, and Budget Data from Client on monthly basis.
* From P & L Sheet create a pivot table by selecting Destination, Product Line Item, Hemisphere, Date Jan 18, Feb 18, Budget Date Jan-18B, Feb Date Feb-18B fields and save the file.
* Used Power Bi tool for visualization of data, by selecting the above excel file containing the Gross Margin data, Recognized Data.
* Select various filters to change visualizations and used Gauge and table Chart.
* For Pipeline data we have to extract the data from Reports and save it in Excel Format.
* Open <http://usdcpbisqldv002/reports/browse/SalesForce/Exective%20Dashboards>
* Published Power Bi files in Sales force.

**Project #3**

* Project Title : Trans management System
* Environment : Force.com Platform
* Team Size : 4
* Client : Exeed Precast
* Role : Sales force Developer
* Duration : Dec 2017 to June 2018

**Project Description**

 Trans management system was developed on Force.com platform to help trucking/transportation companies manage their vital data. We can track and update load status from desktop or mobiles anytime or anywhere. It efficiently uses automated e-mail system for updating load status. This application maintains fleet’s details, Driver details and Dispatcher, owner operator information systematically. As a result of this automated system, the activities of the transportation are performed within the stipulated amount of time.

**Roles and Responsibilities**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Having an experience in sales cloud objects like **Campaigns, Leads, Accounts, Contacts, Oppurtunities, Contracts, Orders, Cases, Solutions**.
* Worked with various salesforce.com objects like **Accounts, Contacts, Reports & Dashboards**
* Developed various custom objects like **Load, Workers, Trucks, Expenses, Mileage, Fuel.**
* Developed various **Custom Tabs, Entity-Relationship data model, validation rules** on the **objects**
* Created **workflow rules and E-mail alerts** for sending e-mails.
* Having an experience in data migration using **Change set**, **Ant Migration.**
* Developed **Visual Force pages** to generate invoices.
* Created **page layouts, search layouts** to organize fields**, custom links, related lists**, and other components on a record detail and edit pages.
* Integrated geo tab with salesforce.com to track the truck location using **Rest** **API** .

**Project #2**

* Project Title : Insurance Management System
* Environment : Salesforce.com Platform
* Team Size : 5
* Client : Nipro Medical Corporation
* Role : Sales force Developer
* Duration : Feb 2017 to Sep 2017

**Project Description**

The Application provides Group Polices to employees of various small and medium sized companies that registered with it. A group policy is one, which an employer provides to its employees. An agent is responsible for getting the client companies establishing a relation with the insurance company. In this module we provide the users with all types of operations like endorsements, renewals, holds, automatic renewals, cancellation sets. The insurance company needs to keep track of details of its target companies, agents, policyholders, their premium payments and the various products that are available with it. This application uses automated system which can efficiently manage the company’s records, provides instant access and one that improves the productivity. As a result of this automated system, the activities of the company are performed with in the stipulated time and the reliable and efficient service is ensured to its users.

**Roles and Responsibilities**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like **Visual force, Force.com** API.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with various salesforce.com objects like **Accounts, Contacts, Leads, Campaigns**, **Reports**, and **Opportunities**.
* Used **Marketo** for **Email marketing, lead management, Campaign Management**.
* Created **workflow rules** and defined related tasks, **time triggered tasks, email alerts**, **field updates** to implement business logic.
* Created **Email templates, approval processes, approval page layouts** and defined approval actions on them to automate the processes.
* Created various **validations rules** on **standard and custom objects**.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Visual Force pages** and **Extensions**.
* Used **SOQL & SOSL** with in **Governor Limits** for data manipulation needs of the application using Force.com Explorer.
* Responsible for loading data into salesforce.com using **Apex Data Loader**.
* Responsible for data migrations using **Force.com Migration Tool.**
* Integrated the **web services** by generating the necessary stubs from the **WSDL** files for extracting the data from external systems to display in the pages of **salesforce.com**.
* Worked on **Batch apex** and **schedulers** to mass update records in production based on requirement.
* Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation rules** on the **objects** and **tabs**, **Components** and **Visual force Pages**.
* Created **page layouts, search layouts** to organize fields**, custom links, related lists**, and other components on a record detail and edit pages.
* Created **profiles** and implemented Object and field level security to hide critical information on the profile users.
* Created **Reports and Dashboards** to know the status of policy holders.

**Project #1**

* Project title : Project Tracking System
* Domain : Salesforce.com platform
* Team Size : 3
* Role : Sales force Admin
* IDE : Force.com
* Duration : July 2016 to Dec 2016

**Project Description**

Project tracking system is a complete business solution to manage the entire project related activities. Administrator defines and manages the Master entities. In this system we are tracking the progress of internal remedy projects by setting milestones and establishing deliverables required to complete a project. Each project is internally associated with milestones and tasks. The project security features include milestone alert notification, sending e-mail from within a project tracking system.

**Roles and Responsibilities**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non functional requirements.
* Designed and developed **Apex Classes, Controller Classes** for various functional needs in the application.
* Created **page layouts, search layouts** to **organize fields, custom links, related lists**, and other components on a record detail and edit pages.
* Created **workflow rules** and defined **related tasks, email alerts**, filed updates to implement business logic.
* Created profiles and implemented **Object level, field-level** and **record-level** security.
* Provided support ongoing salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow and Approvals**.

**Personal Vitae**

* Father’s Name : K M NAZEER AHMED
* Date of Birth : 24 August 1990
* Linguistic Proficiency : English,Hindi,Urdu,Telugu
* Gender : Male
* Nationality : Indian

**Declaration**

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.

**Place:** **Hyderabad** **K M JAHANGEER BASHA**