**Sharfuddin Mohammed**

**Sr. Salesforce Developer**

**Phone No. 419-855-2753**

**Professional Summary:**

* 7+ years of experience in IT industry which includes over 5+ years’ experience in Salesforce.com CRM Platform as Administrator and developer in Salesforce.com and **Lightning Platform using Lightning Components, Lightning Web Components** included Lightning pages, apps, Bundle, Events etc.…
* Experience on **MVC** Framework and **Lightning** Framework
* Working knowledge on **DevOps tool VSTS**
* Working the process for release management in the **VSTS DevOps** too including **CI/CD.**
* Created on **Spark Kafka, Performance Tuning**, JavaScript Frameworks, Apex Design Patterns, Salesforce security model
* Knowledge on the **Field Service Lightning mobile app** how it works and aids on - site job management to a mobile workforce.
* 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.**
* Understanding on how to **create service resources** and **service crews** that represent your **field service technicians** in **Field Service Lightening app** and add details about their skills, service territories, and availability.
* Proficient in developing **Service Cloud**, **Financial cloud, Marketing cloud**and **Sales Cloud functionalities, partner and Customer portals, Salesforce CRM AppExchange applications.**
* Implemented customizations using **Apex classes, Visualforce pages, Apex Controllers** Custom, Extension List, web service integration using **SOAP, REST and salesforce API's, SOQL, SOSL,** Aggregate queries and Force.com API.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* working on the **Angular JS, Bootstrap, CSS3, REACTJS**
* Working with **Maintain infrastructure** and web services developed including security (1 way and 2 ways SSL), along with all other customized tools across the [salesforce.com](http://salesforce.com/) applications.
* Lightning components and added Design Parameters from **Lightning Design System** (LDS) Customized Lightning components were built using Java script on client side and Apex on server side.
* Experience in Administration, Configuration, Implementation and Support of sales force CRM and sales force SFA applications based on Apex Language and leveraging Force.com Platform world is first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
* Provided customer with best practice solutions as related to Salesforce.com and CRM.
* Extensive expertise in SFDC development using Visual Force Pages, Visual Force components, Force.com IDE, SOQL, and SOSL.
* Experienced with Sales Cloud, Service Cloud, Call Center, Chatter and App-exchange.
* Hands on experience with Apex Language, Apex Trigger, Apex Class, Test Methods, Web Service, and Visual force Pages, Visual force Components Controllers. Experience in Software Testing Projects, SQL Server.
* Implemented complete application design and development process in Salesforce.
* Experience in data migration using Salesforce data loader and import wizard.
* Experienced in developing HTML pages with Java script validation for Web to Lead, and Web to case.
* Extensive experience in business CRM process like Forecasting, Campaign Management, Lead management, Pipeline Management, Account Management and Case management.
* Developed Custom Controller, Extensions, Triggers, Test Methods, and Web Services.
* Excellent communication and inter-personal skills, experienced working with both large and small teams.
* Conducted Gap Analysis on Velocity Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Knowledge of TIBCO Architecture and Common Exception & Logging Framework. Ability to administer and configure TIBCO products under various platforms.
* Worked with **WSDL, BULK API, callouts, and Web services**.
* Implemented Salesforce.com with other internal/external applications using **SOAP** and **REST** based web services.
* Experience in BI Tools: **OBIEE 10/11 g** and Business Object.
* Worked in using **Developer console** and **Debug logs** for debugging apex methods.
* Worked in all phases of Software Development Life Cycle (SDLC) like requirement **analysis, architecture and design, development, testing and post implementation** revisions.
* Work within an Agile Scrum and DevOps model.
* Assist in other duties as needed and directed.
* Good knowledge on Case Assignment, Knowledge Management and Case escalation rules
* Excellent Salesforce Customer Community Portal experience, to fully leverage Portal capabilities in support of new requirements.
* Worked on Notification services in setting up the Scheduled jobs and alerts.
* A well-organized, goal-oriented, highly motivated effective team member with excellent analytical, troubleshooting, and problem-solving Skills.

**Education & Certifications:**

* Bachelor’s in computer science from India

**Technical Skills:**

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| --- | --- |
| **Programming Languages** | C, C++, C#, Java, Apex. |
| **Databases** | SQL, SOQL, jQuery, DB2, MYSQL, Oracle etc. |
| **Operating Systems** | Windows 10/8/7/Vista/XP |
| **Scripting Languages**  | JavaScript, CSS |
| **Web Technologies** | Web services, HTML, XML, CSS and JavaScript |
| **SFDC Tools**  | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, jQuery, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **SFDC Technologies** | Force.com platform, Service Cloud Console, Custom Objects, Workflow & Approvals, Validation Rules, S- Controls, Apex Classes/Controllers, Test Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components), Sandbox development & Testing, Reports, Dashboards, Analytical Snapshot and Data Migration |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Cast Iron web sphere Integration, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Analytics** | Wave/Einstein |

**Professional Experience**

**DTE Energy, Detroit, MI**

**Sr. Salesforce Developer/Administrator July 2019 – Till date**

**RESPONSIBILITIES:**

* Gathered the requirements by coordinating with the functional leads, business analysts, developers and project managers and utilize the full functionality of the Salesforce.com CRM solution.
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Good experience in development and maintenance of **Sales & Service clouds**.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Developed **APEX classes, Visualforce pages and APEX triggers** to develop the custom functionality as per the requirement. Worked with Sales cloud, service cloud and marketing cloud.
* Proactively created Apex Triggers and Apex classes and developed and managed complex workflows & approvals, validation rules, assignment rules and system triggers.
* **Developed Web Service** Callouts from Salesforce to External **Applications using SOAP** and **REST API.**
* Supports the implementation of customized SFDC solutions that include Field Service Lightning components.
* **Experience**in building reusable **UI components** and pages with **Lightning component framework.**
* Experience in modifying Visualforce pages to be supported in **Lightning Experience**and good understanding of **lightning mode**and its**features.**
* Responsible for setting up **web service integrations.**
* Worked on **Service cloud** to provide support to the client and **Sales Cloud** to manage and maintain the organization’s sales territories using Enterprise Territory management.
* Extracted data from Salesforce.com application into large databases (**Oracle 10g**) for generating large data reports. Worked on **Service Cloud**full lifecycle implementation.
* Implemented customizations using Apex controller classes Custom, Extension, Triggers and Visualforce pages.
* Triggered interface events by user interactions, which includes **Lightning Component framework**and involved in **building Lightning Components** using the **aura framework.**
* Expertise in **aura framework, Lightning Components** and **Salesforce Lightning Design System (SLDS).**
* Created multiple Lightning Components, added CSS and Design Parameters that makes the **Lightning component** look and feel better.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration tools like Informatica, ETL Cloud Systems.
* Integration of Sales cloud with external information systems using SOAP API web services.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Configuring Email-to-Case customizing the service cloud for various business support groups.
* Created **Aura based Components,** Attributes, and Controllers which can be compatible to access through **Lightning App builder.**
* Developed **Apex Triggers, Apex Classes**and Test Methods using proper **controls & syntax**and experience in writing**unit test cases.**
* Working with different aspects of **Web Services (XML, WSDL, SOAP, and REST) & web integration** with SDFC.
* Worked on**configuration**, security, and security controls aspects of Salesforce.
* Created various custom **Reports and Dashboards** as per the customer requirements.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Involved in Salesforce Application Setup activities and **customized the apps** to match the functional needs of the organization.
* Experience with Commerce Cloud product services and improve Customer's impact.
* Integrated the **SOAP and Rest based Web Services** for extracting the data from external systems to display in the pages of salesforce.
* Experienced in Service Cloud, Sales cloud, Cloud craze, Chatter & App-exchange applications.
* Developed **UI using HTML5, JavaScript, Angular.js, and CSS3**
* Extensive experience in **lead case management (Web-to-Lead, Email-to-Case)**.
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Web Services, App Exchange deployment, Apex Classes and Apex Triggers.
* **Scheduling Apex** jobs for processing large records.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Developed various **Apex Classes, Triggers,**Controller classes and methods for functional needs in the application compatible with lightning.
* Used the **sandbox** for **testing**and migrated the code to the deployment instance after testing.

**Environment:**Salesforce.com platform,Salesforce.com CRM, Apex Language, **Lightning Components,** Aura framework Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers), Custom Integration SOAP and REST Integration,HTML5, JavaScript, Angular.js, and CSS3 and Informatica Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, AppExchange Package & Custom Application and Sandbox data loading.

**Trust Financial, Charlotte, NC**

**Salesforce Developer/Admin May 2018 – June 2019**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and provided technical inputs for the user stories.
* Designed and created Custom objects, Relationships (Lookup, Mater-Detail), Junction objects, Fields (Formula and Rollup summary), Custom tabs, custom apps, Validation rules, Record Types, Page layouts, Search Layouts, Compact Layouts, List views on various objects and Connected apps for Integration.
* Created HTML, Text based Email Templates and Folders for different business groups.
* Implemented Sales Cloud, Created Groups, and deal provisioning and marketing teams.
* Deployed the Sales Cloud with various custom-built Page layouts, Custom tabs, Custom Apps, suit to the needs of the application. Used Cloud Craze while building community portal for B2B.
* Built Workflow rules, Approval process and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Configured data sharing by setting up Organization-Wide Defaults (OWD), Owner-based &Criteria- based sharing rules on various objects.
* Written complex validation rules on standard and custom objects to perform based on record type, login user, and profile.
* Configured Salesforce Outlook connector for a couple of business users for synchronization of Salesforce Contacts, Activities from Salesforce to Outlook and vice-versa.
* Enabled Salesforce1 mobile for mobile applications and roll out two-factor authentication.
* Configured Single Sign-On for sandbox and production instances with Active Directory as IdP and created my domain.
* Worked on customization of Sales cloud objects Accounts, Contacts, Opportunities, Price books, Products and configured Account Teams for team selling.
* Configured Web-to-Lead, field mapping for conversion and created Lead assignment rules.
* Created and configured Escalation, Assignment rules, Web-to-Case, Email-to-Case on Case object.
* Worked on customization using Apex language to build Custom, Extension Controllers for user actions performed by users in the UI.
* Developed rich UI using Visual force page components, Bootstrap CSS and performed client-side validation using jQuery and JavaScript.
* Used Developer Console, Force.com Explorer, and Eclipse with Force.com Plug-ins for development and Data Loader, CLI for data migration.
* Developed various Custom Report types, Tabular, Summary and Joined reports, Dashboards and Analytic snapshot and created Report/Dashboard folders and provide access to a different user based on the Roles.
* Migrated bulk data from external data source to Salesforce using Data Loader bulk API.
* Created Custom Objects and defined lookup and master-detail relationships on the objects.
* Experience in developing and Deploying **Sales Cloud & Service Cloud**.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Experience in Configuration and code deployment across multiple Orgs.
* Experience in deployment and working on version control tools like GIT, GitHub, and Jenkins.

**Environment:**Saleforce.com platform, Sales Cloud, Marketing Cloud, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, GitHub, Jenkins, Windows Vista.

**Molina Healthcare, Long Beach, CA**

**Salesforce Administrator/Developer Jan 2017- May 2018**

**Responsibilities:**

* Handled Account & Contact Management, Opportunity Management, Contract Management, Product Management, Price Books, Asset Management, Territory Management, Security, Roles & Hierarchy
* Implemented mass data loads and pre-deployment testing.
* Interacted with various business team members to gather requirements and documented the same
* Worked on **advanced workflow rules & Approval processes.**
* Assisted my project manager and performed a major role on the implementations on Salesforce.com.
* Worked on implementing new business logic **using Apex code (Classes, Triggers and Visualforce Pages).**
* Created **triggers**to enforce the constraints on the fields and to schedule tasks.
* Created **auto assignment rules**using the workflow process to route tasks.
* Created **Test Classes**to **check the validation of triggers and workflow rules.**
* Involved in **Data mapping specifications to create & execute detailed system test plans.** Data mapping specifies what data to be extracted from internal data warehouse, transformed, and sent to an external entity
* **Standard and custom controllers**were used to handle queries.
* Customized **page & search layouts to organize fields, custom links, lists, & components**on record pages.
* Handled **administration, maintenance, and support**of Salesforce modules for 60 users.
* Used the **Change Sets**to deploy code between the **Sandbox and Production**environments for final implementations and prepared Deployment documents.
* Used **Data loader**for updating data and to Upset data relations between standard and custom objects.

**Environment:**Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Web Services, WSDL, SOAP, Sandbox, Eclipse IDE Plug-in, Windows XP.

**New York Life Insurance Company, NYC, NY**

**Salesforce Administrator Sep 2015 – Dec 2016**

**Responsibilities:**

* Interacted with various business user groups for gatheringtherequirements.
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Leads, Campaigns, Opportunities, Reports, Dashboards, Events** and **Tasks**.
* Created**Custom Objects**, **Custom tab**s,**and validation rules, Email alerts, Workflows, Approval Processes** an**d Auto-Response**for automating business logic.
* Created **pick lists, dependent pick lists, lookups, master detail relationships, validation,**and **formula fields** to the custom objects**.**
* Created various **Profiles**,**Roles**,**and Page Layouts** and configured the **Permissions** based on the Organization hierarchy requirements.
* Used **field level security**along with page layouts to manage access to certain fields.
* Created **case assignment** and **lead assignment** rules to assign the leads or cases to a specific user or queue.
* Integrated and worked with **Conga** Composer for generating documents and with **DocuSign** in editing docs to add tags, create packages and assigned to different profiles.
* Created public, private, and unlisted Chatter Groups to collaborate with other team members while working in a team.
* Created many **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Worked in Single sign-on, SAML settings to enable the user to login to various applications simultaneously.
* Used **SOQL**&**SOSL** for data manipulation needs of the application using platform database objects.
* Created several Custom**Report types, Reports**&**Dashboards** to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Extracted and blended scientific and business data from multiple sources using SQL, created interactive data visualizations using **Tableau.**
* Provided the **training**to the internal business users to use the application and develop their own custom reports.

**Environment:** Saleforce.com platform, Workflow & Approvals, Reports, Dashboards, Tableau, Custom Objects, Custom Tabs, Email Services, Security Controls, SOQL, SOS.

**Sonata Software, India**

**Java Developer June 2013- Aug 2015**

**Responsibilities:**

* Developed the web interface using MVC design pattern with Struts framework.
* Designed and implemented most of the Java related portions of the application including EJBs for encapsulating business logic.
* Developed server-side utilities using J2EE technologies Servlets, JSP, JDBC using JDeveloper.
* Developed the JSP’s using the struts framework tag libraries.
* Developed the WORKFLOW concept using the struts framework to avoid the back button problems.
* Responsible to analyze existing C ++ project to prepare business logic documents.
* Was responsible to communicate with End client to support the application and analyze the issue and fixed the issue.
* Maintained the struts Config files, tiles definition files and web.xml.
* Session Beans are designed in such a way to serve the following: Inserting, updating, and deleting data from the database.
* Developed and executed the business validation logic in form beans.
* The framework involves struts framework, which internally uses the J2EE design patterns.
* Developed the Servlets, beans for the application.
* Preparation of Test Plans.
* Involved in the application development and unit testing.
* Responsible for design and architecture of the project by using MVC Struts framework.

**Environment:** Java, J2EE Apache Tomcat Server, Struts, JDeveloper Language: Java Script.