**Suboor Hashmi**

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**SUMMARY:**

* Around 8 years of experience in IT with more than 1+ years of experience in JAVA and more than 6+ years of Salesforce experience as an Administrator and Developer on integrating enterprise applications using Force.com, Visualforce, and Apex with Salesforce customization, security access, workflow approvals, and support administration in salesfore.com CRM.
* Experienced in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
* Experience in development, configuration, Implementation, and Support of sales force CRM, and Sales Force applications based on Apex Language and leveraging Force.com Platform world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
* Experience working with salesforce1 mobile application development and customizations.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, and Apex classes
* Experience in Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Integration, REST, SOAP based Web Services, Force.com API, SOQL and SOSL, Salesforce App Exchange and JAVA and C# on demand.
* Hands on experience implementing Role Hierarchies and Sharing Rules for system security design.
* Experience in working with Force.com Standard Objects Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.
* Well versed with current releases of Salesforce and hands on experience in new features such as lightening and Communities.
* Experience in Standard and Custom Controllers in Visual Force for development of custom visual force pages and components as required by business requirements.
* Used different data tools - Apex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* Experience in migrating data from various systems into Salesforce CRM using Data ETL tools - Informatica on Demand, Cast Iron, and Data Loader.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center.
* Developed responsive Visualforce pages by using native components and HTML5 tags in the Visualforce pages. Written Visualforce pages to have look and feel same as Lightning.
* Experience in using the Workbench tool for SOQL queries, SOSL and the REST Explorer.
* Experience in using the Force.com Explorer to browse data model schema, custom objects, fields, build and test SOQL queries.
* Worked on consolidation of all existing Workflow rules in the new Lightning Process builder flows and created one process builder for each object and managed all actions in the single flow.
* Worked in all stages of Software Development Life Cycle (SDLC).
* Interacted with Customers for requirements elicitation and created BRD for Salesforce.com implementations.
* Trained staff and executives to use the Salesforce application system.
* Proficiency in in developing Web based applications using C++, C#, Java, Java Script, .NET, XML, HTML, Microsoft Visual Studio, IIS Web Server, PHP, UNIX and PERL.
* Expertise in Object Oriented Programming involving Analysis and Design and Development of web-based applications using Java technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE.

**TECHNICAL SKILLS:**

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| **Salesforce**  **Technologies** | SFDC Certified Force.com Developer, Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, Workbench, Force.com Platform (Sandbox and Production) |
| **Other Programming Languages** | Java, JavaScript, HTML, XML, DHTML, C, C++ ,C# |
| **Databases** | MS SQL Server 2000/2005/2008/2014, PL/SQL, RDBMS, Oracle 8i/9i/10g, DB2, MS Access, and MySQL |
| **Operating Systems** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Linux. |

**EDUCATION:**

* Bachelors from Osmania University, india.

**CERTIFICATIONS:**

* Salesforce Admin (201).
* Salesforce Platform Developer 1.

**PROFESSIONAL EXPERIENCE:**

**Chubb, Edison, NJ Jun’19 – Till Date**

**Sr. Salesforce Lightning Developer/Admin**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* **Agile** Development Methodology was followed for the implementation
* Developed custom Business logic **using Apex Classes, Visual force pages**. Used Visual force components like **Page Block, Command Buttons, Action support, Action Function.**
* Worked with **SOQL, SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on **Sales Cloud, Service Cloud, Marketing Cloud/Exact Target, Health Cloud** Platforms, and also Sales and Marketing Application Development.
* Designed Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Organized Email Templates and Mail Merge Templates and was committed in doing the mail merge for various standard and custom objects.
* Worked on various salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Installed the Call Center Applications and allowed the end users to maintain a track history of customer’s complaints.
* Generate Email Templates and have knowledge in bulk emailing users.
* Deliver continuing support in the areas of SFDC configuration, administration, reporting, data migration, solution design and project co-ordination.
* Deployed **Apex** using **Force.com IDE**, Force.com **Migration Tool** and **Web Services** **API**.
* Developed Custom responsive **VF** page with **bootstrap**, **CSS**, **JQuery** Touch and **JQuery** mobile for mobile devices.
* Used **Bootstrap**, **Accordion**, and Collapse in various Visualforce Pages.
* Written SQL queries to retrieve information from the database.
* Designed and deployed the custom **objects, custom tabs**, **entity relationship data model**, **validation** **rules**, **workflow** **rules**, **page** **layouts**, **visual** **force** **pages**, **Apex** **coding**, App Exchange Deployment to suit the needs of the applications using plugins like **JavaScript**, **JQuery**, **Bootstrap**.
* Performed Apttus **CPQ** related configuration for product setup, approval **matrices**, approval **rules**, process builders and flows.
* Technical Knowledge about Salesforce **lightning** schema builder, process **builder**, **app** **builder**, components and **lightning** connect.
* Worked on developing **Salesforce Lightning Apps**, Components, Controllers and Events.
* Experience in Salesforce lightning features like activities, **contextual** **Hovers**, **Opportunity board**, Customizable dash board.
* Customized existing Visualforce to align with Salesforce new **Lightning** **UI** experience.
* Created multiple **Lightning Components**, added **CSS** and Design Parameters that makes the Lightning component look and feel better.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in LightningApp builder.
* Specify timers that send **Ajax** update requests to **Force.com** according to a specified time interval.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Worked on customization of **Visual force** to have lightening experience for desktop and mobile applications.
* Worked on **Service Cloud** and involved in configuring and integration of **CTI** for **Inbound** and **Outbound** calls.
* Worked on **Sales Cloud** and **Service Cloud** with functionalities like Opportunity Management and Case Management.
* Implemented Test classes to support Code Coverage for deployment to production and performed smoke tests before QE Validation.
* Written **SOQL** queries to fetch the data from **Workbench** and **Explorer**.
* Involved in Data Migration Activities to handle bulk loads using **APEX** **Data** **Loader**.
* Created test scenarios on **Sandbox** environment and migrated code to deployment upon successful testing.

**Environment:** Salesforce.com platform, Sales Cloud, Service Cloud, Apex Language, Visual Force (Pages, Component & Controllers), SOQL, SOSL and DML, CTI, Validation Rules, Workflow Rules, Approval Process, Process Builder, Custom Objects, Data Loader, Workbench, Sandbox, Eclipse IDE Plug-in.

**Nike, OR Oct’16 – May’19**

**Salesforce Developer**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Integrated Apex with External services by making callouts that used SOAP API and WSDL.
* Customized the dashboards to monitor lead activities based on sales geography.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Written SOQL queries against force.com API.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Setup and Implemented Salesforce marketing cloud 2.0 org.
* Developed different Visual force Pages to suit to the needs of the application using different Visual force components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and migrating components or applications within the organization.
* Integrated the Web services for extracting the data from external systems to display in the pages of Salesforce.
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and s-controls, created rule based automated workflows.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Technical Knowledge in Lightning Experience and Lightning App Builder.
* Expertise on Testing REST API using Robot Framework and SOAP UI
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.
* Developed various Custom Reports and deployed them for different business user levels.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Generated different reports like standard, summary and matrix for quarterly and half yearly sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.

**Environment**: Saleforce.com platform, Apex Language, Visual force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Sales cloud, REST API, Informatica, Apex Triggers, Reports, Custom Objects, SOAP API, Custom Tabs, Email Services, Security Controls, HTML, JavaScript, Web services, WSDL, SFDC Sandbox, Eclipse IDE Plug-in, Oracle 10g, Windows XP.

**BlueFire Software LLC, SFO, CA Dec’14 – Sep’16**

**Salesforce Admin/Developer**

**Responsibilities:**

* Proficient in using market products for automation, consumer engagement and marketing management
* Coordinated of-shore team of 8 members
* Developed many requirements using metadata and change set.
* Developed Apex Classes, Apex triggers, Batch apex classes, Scheduled apex classes to define more automation process.
* Developed many applications using service max to automate operational planning.
* Deployed many applications on sales cloud, service cloud which includes the call center and marketing applications.
* Involving in doing unit testing by writing test classes and working with SIT and UAT.
* Working with writing SOQL and SOSL queries.
* Developed complex formulas to calculate response times and show flags reminding customer service reps to respond to customer queries in due time.
* Worked on developing customer portal for Developed an Application for portal users
* Prepared reports and dashboards and analytical snapshots for executive levels as well as manager levels
* Worked with Setup Audit Trail to gather information about client usage and then Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into Salesforce.com instance using Data Loader.
* Hands on experience on service max for customer service and scheduling
* Created custom VisualForce page as well as few extensions to standard page, Apex classes and test methods in accordance to the requirements that the standard page would not suffice.
* Designed Dynamic approval process with records to be routed based on lookup fields on the record and in accordance to the approval matrix.
* Develops in Visualforce, Apex, Java and other technologies to build customized solutions that support business requirements and drive key business decisions.
* Proficient in SalesForce.com configuration, Force.com Security, VisualForce, SOQL, Apex, JavaScript, Web Services API, Chatter.
* Written apex REST web service classes for inbound calls to Salesforce.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component &amp; Controllers), Apex Language, DML statements, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, S-controls, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.

### Wipro, India May’13 – Oct’14

### Java Developer

### Responsibilities:

* Part of the core agile team in developing the application in Agile Development Methodology.
* Developed all the services by following a full flown Test Driven Development.
* Interacting with the system analysts, business users for design & requirement clarifications.
* Designed front end pages using Jsp, HTML, Angular JS, JQuery, JavaScript, Css and Ajax calls to get the required data from backend.
* Designed and developed this application using Spring MVC.
* Spring Framework IOC (Inversion of Control) design pattern is used to have relationships between application components.
* Developed the DAO layer for the application using Hibernate and JDBC.
* Implemented Restful web services with JAX-RS (Jersey).
* Used JMS (Java Message Service) to send, receive and read messages in the application.
* Used Junit for testing.
* Used databases like Oracle 10g, DB2 and wrote complex SQL statements, PL/SQL Procedures, Cursors to retrieve data from DB.
* Mentor and coach development team on implementing business requirements.
* Interacting with the offshore team to assist them in the development and help them understand the requirements and performed code reviews.
* Used extensively Eclipse and RAD in development and debugging the application.
* Used maven as a project build, dependency and management tool.
* Used SVN and Git repositories for version control.

**Environment:** Java1.5, JSP 2.0, Servlets 2.4, EJB 2.0, Struts 1.2, Spring 2.0.3, JDBC 3.0, Design patterns, Html, XML, CSS, Log4j, Ant, Web services, RAD 6.0, IBM Web Sphere server 6.1, IBM DB 29.0, VSS.