**Mohammed Khan  **

**SFDC Developer**

**Email:**

## Ph #:

**SUMMARY:**

* **About 8 years** of experience in **Salesforce** CRM Implementations: Analysis, Design, **Development, Administration, Integration, supporting the cloud applications, communities and migration from classic to Lightning, Lightning component development**.
* Expertise in **Full Software Development Life Cycle (SDLC)** implementation analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, multi-tier, web-based, and portals-based object-oriented enterprise applications.
* Good working experience in various capacities such as **Salesforce Developer, Salesforce Administrator.**
* Experience in working across various SFDC implementations covering **Sales Cloud**, **Service Cloud, Marketing Cloud, Communities** and **Force.com Sites**
* Expertise in Salesforce **Application Design and Data Model as per the Business Requirements.**
* Involved in building Custom Applications that includes administration, configuration, implementing and support experience with **Force.com** platform
* Experienced customizing standard objects Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards
* Experienced in **Apex Classes, Apex triggers, Visualforce pages**, Custom components, Custom Settings, Force.com API.
* Extensively worked on **SOQL, SOSL** and **DML**.
* Good exposure to different applications **like Sales cloud, service cloud, marketing cloud and community cloud.**
* Experience on Salesforce Lightning UI using Aura Components and LWC (Lightning Web Components).
* Working experience with Lightning Component Framework, using Lightning component in Visualforce and adding lightning component to Salesforce1. Proficient in configuring and customizing Salesforce1 App.
* Hands - on experience in building responsive application using by creating **Lightning components** (**Client/Server-side controllers) using aura framework, Salesforce LDS styling.**
* Hands on experience in developing and deploying custom integration Salesforce.com CRM solutions.
* Added geographical redundancy to the computing needs in order to track the customer’s location using **Community Cloud**.
* Experience in Managing and developing complex inter-related business systems to deliver effective business -processes through our CPQ, CLM (Apttus) and the entire force.com platform.
* Experience with data migration through Import Wizard, Data Loader, Workbench and Bulk API’s in Salesforce.
* Experience working on **Eclipse IDE with Force.com Plug-in for writing business logic in Apex**.
* Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com
* Expertise in developing Web Services using **WSDL, SOAP and REST API’s**.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**SKILLS:**

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| **CRM** | Salesforce.com |
| **SFDC Technologies** | Lightning Application, Apex Custom Controllers, Apex Data Loader, Apex Language, Apex Classes, Apex Triggers, Batch Class, Visualforce (Pages, Components & Controllers) Workflows, Approvals, Email Templates, Formulas, Validation Rules, Roles & profiles, Dashboards, Custom Objects |
| **SFDC Tools** | Force.com Eclipse IDE, Plug-in, Force.com Explorer, Force.com Excel Connector, Force.com Platform (Sandbox and Production) Exact target, Sales cloud, Service Cloud, Marketing Cloud. |
| **Integrating Tools** | Apex Data Loader, Import Wizard, Data Export |
| **Programming Languages** | Apex, Java, SQL, SOQL, SOSL, CSS |
| **Operating Systems** | Windows, Linux |
| **IDE** | Force.com IDE, Eclipse, Visual Studio |

**EXPERIENCE**:

**1) Client: Charter Communications, St Louis, MO May 2020 – Current**

**Role: Salesforce Developer**

**Responsibilities**:

* Performed detailed analysis of business and technical requirements and designed the solution by **Force.com API, and Web Services.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Built Lightning components using Controllers, Handlers and using these components in **Visualforce pages and integration using Lightning Out**.
* Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud,** & **App-exchange** applications.
* Worked on **Lighting web components** (LWC).
* Developed **Apex triggers, classes to achieve** user’s desired functionality and have written the dependent test classes.
* Involved in Deployment, deployed all the **classes, triggers, objects, components, pages** from **sandbox** environmentto **production** environment**.**
* 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 on creating **Lightning** Pages inside Lightning **community** Builder.
* Setting up Service Cloud Console, Cases (Web to case, email to case), Solutions, Case Assignment, and CTI Interfaces.
* Designed and developed **Service cloud** and integration.
* Worked on **Reports** and **Dashboards** in Salesforce Classic and Salesforce Lightning.
* Designed and deployed Custom tabs, validation rules, and Approval Processes for automating business logic.
* Used **Marketing Cloud** Connect functionality to use the collected data across the Salesforce clouds: marketing, Sales, Service and community clouds to build one to one relationship with the customers.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.**
* Used **Community Cloud** in order to perform computing types of applications, massive data simulations with data rich, real-time visualizations.
* Created Users, Roles, Public Groups and implemented role hierarchies and record level permissions to manage sharing access among different users on marketing/service cloud of SFDC.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.

**Environment:** SFDC, Apex, Data Loader, Force.com, Lightning Web Components, Import Wizard, Triggers, Components, Controllers, Workflow, Validation Rules, Reports, Report Types, Custom Objects, Tabs, Email Services, Eclipse IDE Plug-in, API, Marketing Cloud, Sandbox data loading.

**2) Company: Virinchi Technologies Ltd, Hyderabad, India Feb 2017 – Dec 2019**

**Client: Price Benowitz LLP**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com like Accounts, Contacts, Leads and Opportunities.
* Integrated the **API** and Web Services for extracting the data from external systems to display in the pages of Salesforce.com using the **SOAP** and **REST** services.
* Developed and Deployed Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts.
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Designed Requirement documents and functional documents for the development team.
* Created test scenarios on Sandbox environment and used Force.com component development wizard.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Documenting and updating relates of Salesforce.com software and system administration focusing on Service cloud.
* Customized Reports to track usage for productivity and performance of contact centers and their service teams.
* Created a complete file upload utility in Lightning, Apex classes and **SOQL** so that users can attach files in the form and upload them to Salesforce case record.
* Document and review **Technical design documents** (TDD) and tests results.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Extensively worked on Sharing using Security Model and Security concepts
* Worked on **Custom Settings** and Custom Labels and **Static Resources.**
* Modifying profiles and Roles to meet the business requirement
* Worked on Apex Classes, Triggers, Visualforce pages and controllers.
* Perform daily, weekly and monthly application health check at multiple sites.
* Creation of Case Auto Response Rules, Case Assignment Rules and **Email Templates**
* Creation of Workflow and **Processes flows**.
* Worked on integrations using **REST**, **SOAP API** and **Web services.**
* Uploading the Supplier Accounts, Supplier contacts and data cleansing using data loader.
* Extract the data from Salesforce using **data loader**/**workbench** for various management reporting needs.
* Created new case records automatically by enabling triggers to process incoming service e-mail requests from customers.

**Environment**: Salesforce.com platform, Apex Language, Visualforce Pages, Visualforce Components & Controllers, SOAP API, Email Services, App Exchange Data Loader, Import Wizard, Data Migration, Dynamic Document Packages.

**3) Company: CSC Pvt. Ltd, Hyderabad, India Oct 2015 – Jan 2017**

**Client: Crowley Maritime Corporation**

**Role: Salesforce Developer**

**Responsibilities**:

* Bulk data load into Salesforce custom objects from other internal sources of the organization.
* Creating and maintaining the databases in SQL Server for handling and processing data from Salesforce and other sources.
* Experience in creating objects and customizing standard objects.
* Experience in Administration: creating all types of relationships and implemented security and sharing rules at object, field and record level and configure the permissions based on the organizational hierarchy.
* Implemented **Salesforce Lightning UI** using **Aura Components** and **LWC.**
* Working with Stake Holders to understand the requirements, perform Requirement Gathering, providing Effort.
* Implemented service cloud, service console and configured Email-to-Case and enabled communities in cases.
* Working on BRDs, Project Estimations, implementing Scrum /Agile Methodologies while Project Planning
* Experience in **customization**: formula fields, validation rules, workflows, approval Process, page layouts and search layouts.
* Developed and **Configured Dashboards, Reports and Report Folders** for different user profiles based on the need in the organization.
* Customized the entire **Salesforce.com** applications to incorporate the business requirements which involved creating Web Forms and processing the data in SFDC with the extensive usage of **Web services API**.
* Experienced in the use of **Data Loader** and scheduling timely data backup operations using **Apex scheduler**.
* Developed **SFDC Customized Reports, Dashboards** and Processes to continuously monitor data quality and integrity.
* Written client-side scripting in**aura controllers** and controller helpers for **handling events**and **triggering actions.**
* Used the **sandbox for testing** and migrated the code to the deployment instance after testing.
* Extensively involved in **data migration from three legacy systems to Salesforce**
* Troubleshooting email campaigns, workflows, approval cycles, or auto-responders that generate excessive bounced mails.
* Designed various **HTML Email templates** for Auto-Response to customers
* Learning to use **Salesforce Lightning** combines the new **Lightning Design System, Lightning App Builder and Lightning Components** to enable anyone to quickly and easily create modern enterprise apps build on **Salesforce1 Platform.**
* Working towards learning the usage of **Salesforce Lightning** to delivers a modern, smart experience across every device.
* Mapping customer scenarios in **Lightning Process Builder**
* Worked with **marketing cloud** to implement **marketing campaigns** and created **journeys** using **marketing cloud tools** like **Journey builder** to understand the customer data and to create **strategies** with **journey mapping** and used **email studio** to **build** the **best email** and make them as **automated messages**.
* Working on automating processes with **lightning process builder** and implementing **SSO** for large Salesforce user base managing the continuous improvement of the infrastructure in agile environment by partnering with development team.
* Responsible for **migrating existing data (Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com using data Loader.**

**Environment:** Salesforce.com platform, Force.com IDE, Lightning, Apex, LWC, Pages, Data Loader, HTML, Java, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sales Cloud, Marketing Cloud, Email Services, REST, Sandbox data loading, Agile, Templates, Windows.

**4) Company: Innovellent Pvt Ltd, Hyderabad, India May 2013 – Sept 2015**

**Role: SFDC Developer/Admin**

**Responsibilities:**

* Involved in SDLC including Analysis, Requirement gathering, Designing, Development, Enhancements and Testing.
* Worked with Business System Analyst to provided recommendation and designed the Best Solutions for implementing new business ideas.
* Customized Page layouts, record types, Security & Access Controls and **Communication Templates** as per the organization requirements.
* Set up Marketing Campaigns, Lead Queries, Assignment rules, **Web-to-Lead** and **Auto-Response rules**
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns, Opportunities, Cases, Activities, Dashboards and Reports.**
* Efficiently worked on customizing with standard **Salesforce.com** objects like **Accounts, Contacts, Leads, Cases and Opportunities** using **Apex.**
* Customize applications, including page layouts, fields, tabs, and business processes in Salesforce Lightning
* Involved in setting up **Profiles** and assigning the Profiles to the Users.
* Involved in setting up the **Role Hierarchy** and assigning the Users as per the role.
* Created record types, page layouts, configured page layouts and assigned pages layouts to different record types.
* Supported the **Data migration** activities using out of the box **Data Loader.**
* Performed mass data imports using **Apex Data Loader** and **Informatica Tool**
* Performed the activities like insert, update and delete and export using apex data loader.
* Deployed Salesforce components using Inbound and Outbound change sets for every sprint release.

**Environment:** Salesforce, Apex Data Loader, Informatica Tool, Internet Explorer, Google Chrome, Microsoft Excel, Salesforce App Exchange.