Faheem Uddin Mohammad
647-498-3782
Faheemuddin7101@gmail.com

CERTIFIED
FORCE.COM
DEVELOPER

SUMMARY:

- ❖ Seasoned information technology professional with over 7 years of experience in all aspects of software development life cycle, including requirements gathering, requirement analysis, design, development, integration, documentation, deployment, support and maintenance, installation, and customization.
- ❖ Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
- ❖ Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
- ❖ Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, S – Controls, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows.
- ❖ Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
- ❖ Customized existing Visual force to align with Salesforce new Lightning UI experience.
- ❖ 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.
- ❖ Worked on Lightning Process builder flows, Connect API, Chatter, and quick Action.
- ❖ Integration Methodologies, different API, Trigger framework, Recursive Triggers Asynchronous Framework & options.
- ❖ Good Experience on Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
- ❖ Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
- ❖ Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
- ❖ Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader, Admin Garage, and Lexi Loader.
- ❖ Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
- ❖ Participated in migration of data sources to Salesforce apps from legacy CRMs.
- ❖ Analyzed data integrity issues and developed data migration templates.
- ❖ Supported technical data solutions in adherence to business requirements.
- ❖ Administered and managed data management and reporting services related to salesforce.com.
- ❖ Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.
- ❖ Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
- ❖ Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, Ant Migration tool kit and Eclipse.
- ❖ Major role in Designing and implementing Continuous Integration and Continuous Deployment Process Using SVN, GIT and AutoRabit CI - CD Tool.
- ❖ Expertise in maintaining the functional areas of Data Management, Campaigns, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.
- ❖ Strong Knowledge in AppExchange Applications for integrating with third party applications.

Faheem Uddin Mohammad
647-498-3782
Faheemuddin7101@gmail.com

❖ Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Data loader and Import Wizard.
❖ Provide technical architecture strategy and guidance for Salesforce rollouts and assist with design for adoption strategy.
❖ Experience in SFDC Integration using Web Service and Apex Programming, App-Exchange Packages& Custom Applications, Salesforce.com Service Cloud expertise.
❖ Experience working with Sales cloud and Service cloud.
❖ Extracted the data from salesforce.com application into the external databases like SQL, DB2 for generating large data reports.
❖ Assisted users with report design and management. Work with Time Warner team to integrate online initiatives into the database.
❖ Experienced in scripting languages like HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX Web Services API development skills and Java Script, Web Services-Axis.
❖ Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, deployment and maintenance of standalone, Multi-tier, web-based and portals-based object-oriented enterprise applications.
❖ Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.

TECHNICAL SKILLS

Technology Expertise	Description
Cloud Technologies	Salesforce (Apex, Visualforce, Triggers, Reports, etc.)
Programming Languages	C, VB (3.0,5.0,6.0)
	.NET (C#.NET & ASP.NET, WPF, MVC)
Scripting Technologies	HTML, JavaScript, XML, Jquery, ASP
Databases	MS Access, Oracle 7.3, SQL Server 7, 2000, 2005, 2008, 2012
Tools & Utilities	Clarify eFront Office 8.0, QMS (Developed using PeopleSoft CRM)
Configuration Tools	Microsoft Visual SourceSafe, Microsoft TFS, SVN, GIT, Bit Bucket, Jenkins
Domain Expertise	Telecom, ERP, CRM, Automotive Dealership, Business, Finance (Share Markets), HCM (Human Capital Management Using Salesforce)
Reporting Technologies	Crystal Reports (1.0 - 10), SSRS 2005, 2008
ETL Tools	Microsoft SSIS, IBM Cast Iron 6.1

PROFICIENCY FORTE

Project Management Expertise in:
➲ Case / system / process study for project planning, scoping, estimation, tracking etc.
➲ Mentoring the team and deploying them with the task
➲ Defining best practices for project support and documentation.

SDLC Planning & Management
➲ Understanding the technical & functional specifications
➲ Designing, developing, testing, troubleshooting and debugging of the applications

Faheem Uddin Mohammad
647-498-3782
Faheemuddin7101@gmail.com
- ⮡ Managing smooth implementation and testing of the application at client location
- ⮡ Providing post-implementation, enhancement and maintenance support to client for application

CAREER SUMMARY

Bepec Technologies, Chennai   Since Sep' 17
Technical Architect
Clients Dealt   :   1

E-Tec infinity Services, Hyderabad   Jan'14 - Sep '18
Sr. Project Leader
Clients Dealt   :   16+

PROJECTS SUMMARY

Project # 1

Project Name	:	**World Class Talent**
Organization	:	BEPEC Technologies
Client	:	Deloitte
Role	:	Technical Architect
Database	:	Salesforce
Tools	:	Salesforce, Apex, Visualforce, Flex, Apex Data Loader, Reports, etc
Project Duration	:	Sep 18 - till date
Team Size	:	7 (Developers)+ 1 (BA) + 2 (Testers) + 1 (Architect) + 1(Manager)

Project Details

This project is related to a HCM application was built on Salesforce. It deals with employee life cycle events from requisition to separation. It scatters to all the modules of HR department functions like Requisition, Scheduling Interviews, getting feedback on the candidates from interviewers, Offer letters generation, Immigration, Assignments, Mobility, Alumni Relations, Exist Management, Leaves, and Leave Survey etc. Integration with other systems to get the data inputs, and distribution of generated tasks in Salesforce to other connected / integrated applications.

This product's change requests and enhancements are going on in phase wise, and each phase split into 2 -3 months based on the efforts of the requirements.

- ☞ Analysis on the received requirements from business and collaborate with onsite/offshore teams for clarifications or any deviations after a feasibility study and shared to development / business team
- ☞ Worked on critical issues - Ex. Wrong Task Generation, Reopening of Cases, duplicate alerts of Interview Evaluation Forms, etc
- ☞ Resolved integration related issues, which was developed using REST API
- ☞ Implemented data integration with .net application using REST API
- ☞ Implemented version management with bit bucket.
- ☞ Implemented build configuration with Jenkins, this was implemented between development and QA sandboxes. Will be implemented to Production as well very soon.
- ☞ Implemented SLA for Immigration and Mobility process.
- ☞ As an architect get developed the following things at Jeevan Technologies by guiding the team.
  - • Get prepared the document to NA2/NA3 server split check list.
  - • Get implemented Recurring tasks using Batch apex and scheduling.
  - • Get developed 16 new scenarios of web-to-case for 16 forms with a single form with field sets.

- Get developed H1B Visa processing process.
- Implemented Visa Verification (PVL) process.
- Implemented 20+ dashboards with more than 225 charts for different roles of PVL process stake holders
- Get developed a few new email-to-case scenarios.
- Get developed a SLA reports for Immigration & Mobility process.
- Get developed SLA for Offers generation process.
- Implementing the build automation process using Jenkins, Bit bucket.
- In the process of restructuring of 120+ site pages to 80+ Visualforce pages.

Responsibilities as below:
- Responsible for technical delivery of the requirements given to us.
- Responsible for the technical/approach documents for the requirements.
- Responsible for Impact and risk analysis.
- Responsible for maintaining coding standards and code review in the deliverables.
- Deployment of code to production org.
- Responsible for Project schedules of my team.
- Weekly product status calls with client business team.

Project # 2

Project Name	:	Supplier Central
Organization	:	E-Tec infinity Services
Role	:	Sr. Project Leader
Database	:	Salesforce
Tools	:	Salesforce, Apex, Visualforce, Flex, QlikView Reports
Project Duration	:	Nov'17 - Sep '18
Team Size	:	4 + 1 (Manager)

Project Details

Built on the industry leading Force.com Cloud Computing Platform, the world's most trusted cloud computing platform for business applications, Supplier Central™ enables a 10X improvement in speed and offers new levels of user customization

CVM Supplier Central™ provides the ability to manage global supplier information centrally across large organizations. Integration in the cloud enables customers to mitigate the challenges of sharing information across the enterprise by offering swift, low-cost implementation with low impact on customers' IT organizations, and configurable setup and low-cost maintenance.

This product has multiple development phases, find the version wise details

10.17 Contribution

☞ Collection of requirements from Product Owner and collaborate with onsite/offshore teams for requirement clarifications or any deviations and shared to team
☞ Worked on Summary Data Extraction report from multiple objects by using Batch apex
☞ Handle critical issue in package failure while uploading the package to App Exchange and resolve on time – case related to Mailing Address fields due the bug in the latest release (Version 30) of Salesforce packaging process
☞ Collaborated with Salesforce support team to enable additional features in product (Cascade delete option for lookup fields)
☞ Enabled Environment HUB feature for CRM Org
☞ Implemented Usage Metrics for this product
☞ Handled Adobe Echo sign integration with SOAP to capture the client signed documents

) Responsibilities as below:
- Requirement Analysis, feasibility document on the received requirements.
- Packaging Process, and code deployment to Staging(QA) orgs and Trialforce orgs.
- Create/update project plan, WBS, Impact analysis, Scope changes updates, etc
- Onsite coordination and weekly updates with onsite team.
- Handling of Critical Issues.
- Responsible for echo sign integration.
- Coordination with Salesforce support team.
- Technical document, user manual updates.

Project # 3

Project Name	:	Supplier Registration
Organization	:	E-Tec infinity Services
Role	:	Sr. Project Leader
Database	:	SQL Server 2012
Tools	:	Visual Studio 2012, WCF, TFS 2012, SQL Server 2012
Project Duration	:	Jan'17 – Nov'17
Team Size	:	3 + 1

Project Details

Supplier Registration is one of the sources to get the supplier's information across the globe. Once the registered supplier's data pass through the CVM quality checks, then, those suppliers will be updated with their certifications, capabilities, service area's etc gathered from different certification agencies and added them to into CVM's Master Supplier Database of millions of suppliers to those needed to support clients business. These suppliers' data will be available for the clients search as per the client requirements in other CVM's various products like, Supplier Diversity, Supplier Central, Tier 2, Tier 1, and supplier's Data.

Key Responsibilities

) Collection of requirements
) Participated in analysis and database design with onsite product owners
) Ensuring to meet the scheduled targets thorough meticulous monitoring the given/agreed scheduled targets
) Participated in development of service layers
) Helped to technical writers to create the user guide & technical documents
) TFS Administration and Code backup through TFS
) Deliverability to QA teams for testing, and incident fixes
) Partial Deployment to Production server
) Data Migration from the old legacy system

Project # 4

Project Name	:	RFP – Internal Tool
Organization	:	E-Tec infinity Services
Role	:	Sr. Project Leader, Development
Database	:	Salesforce
Tools	:	Apex, Visualforce, Salesforce Reports, Java Script etc.
Project Duration	:	Apr'16 – Dec'16
Team Size	:	Developed Independently

Project Details

Request For Proposal (RFP) tool, to enable the company to manage and maintain of the requests that are sent and in process to deliver to the prospects. This tool helps to get the details from the on time without transferring the

huge documents through mail, and all the stake holders have better understanding in delivering an RFP. With the approval workflow, this RFP tool enable the management to process the RFP's smoothly. Search abilities of this application increase the productivity and decrease the turnaround time of RFP's.

Key Responsibilities

- ☞ Collection of requirements
- ☞ Identifying the gap analysis with the AppExchange app and preparing the estimations
- ☞ Applying the requirements
- ☞ Delivery to the production org.

Project # 5

Project Name	:	**Supplier Central**
Organization	:	E-Tec infinity Services
Role	:	Project Leader, Packaging Process
Tools	:	Salesforce, Apex, Visualforce, Flex, Apex Data Loader, IBM CastIron, QlikView Reports
Project Duration	:	Jan'15 – April'16
Team Size	:	10 + 1

Project Details:

Built on the industry leading Force.com Cloud Computing Platform, the world's most trusted cloud computing platform for business applications, Supplier Central™ enables a 10X improvement in innovation speed and offers new levels of user customization

CVM Supplier Central™ provides the ability to manage global supplier information centrally across large organizations. Integration in the cloud enables customers to mitigate the challenges of sharing information across the enterprise by offering swift, low-cost implementation with low impact on customers' IT organizations, and configurable setup and low-cost maintenance

This product has multiple development versions, find the version wise details

10.16 & 10.15 Contribution

- ☞ Gather the requirements from Product Owner and collaborate with onsite/offshore teams for requirement clarifications to team and status updates to management.

10.14 Contribution

- ☞ Worked on Test coverage and increase the required coverage prior to deployment.
- ☞ Handled Multi Language translation feature Phase 1
  - ⇒ Removal of hardcoded labels and used custom labels to facilitate the multi lingual support
  - ⇒ Change of Email Templates

- ☞ Get developed a tool for language translation using .net and Google API for language translation
- ☞ Given training of packing process and deployment to staging and trailforce Org
- ☞ Given training on SVN setup and ant script setup to other associates
- ☞ Weekly product status calls with onsite team

10.13 Contribution

- ☞ Handled Conditional Tabs and master data requirement (Diversity Category, Ethnicity, Commodities, and Service Area etc.)show by Supplier HQ location
- ☞ Get developed a tool for NAICS 2012 codes migration (using .net) to reduce the manual effort
- ☞ Collaborated with Salesforce team for critical issues on multi language translation (site login controller, email template translations etc.)
- ☞ Weekly product status calls with onsite team

10.12 Contribution

- ☞ Worked on base product bug fixes reported by support team
- ☞ Protected custom setting creation and installed on client orgs using 'OnInstall' feature
- ☞ Sales tax calculation by using sabrix webservice by City, State, Pincode
- ☞ Packaging and Deployment, Trial force orgs setup
- ☞ Given training on Packaging process and components deployment to packaging org
- ☞ Weekly product status calls with onsite team

10.8 – 10.11 Contribution

- ☞ Learned Packaging Process
- ☞ Learned SVN setup
- ☞ Configuration/Version Management – Through SVN, Ant Scripts and Eclipse
- ☞ Deployment to staging orgs & Trailforce Orgs setup
- ☞ Case Management with Salesforce

Project # 6

Project Name	:	Supplier Central
Organization	:	E-Tec infinity Services
Role	:	Project Leader (Client Upgrades)
Project Duration	:	Feb'14 – Dec'14
Team Size	:	1 + 1

Project Details

The E-Tec infinity Services has over 350 customers and the objective of the Upgrades is all the customers are in current product version and client orgs have latest product features and critical issue bug fixes

- ☞ Data Load activities as per client requirements
- ☞ Handle customizations in client orgs (Reports, Customizable layouts etc.)
- ☞ Effectively handle the critical issues and identify the root cause of these issues and send the details to Product team
- ☞ Handle Configurable maintenance page during the upgrades for Internal & Partner users
- ☞ Upgrades on CVM client orgs from client version to product release versions (SC 10.3 to SC 10.7)
- ☞ Daily scrum meeting and collaboration

ACADEMIC CREDENTIALS

- ➢ Master of Business Administration (MBA),
  Osmania University, 2012
- ➢ Diploma in Business Administration
  Toronto School of Management, 2020