**Abdullah Al Munir**

Munir19293@gmail.com

908-938-9290

Salesforce Architect

 Experience at major corporations such as Pepsi. Lockheed Martin ELDP Graduate.

**Technical Skills:**

* **Complex Architecture of Salesforce integration with external systems: Amazon AWS, PayPal& Oracle.**
	+ **Strong knowledge on multiple Salesforce products: Sales Cloud CRM, Service Cloud, Health Cloud, Marketing Cloud, Field Service Lightning (FSL), Pardot** and**Community cloud**
	+ Salesforce **CPQ**
	+ **Healthcare**
	+ Manage and customize mobile operations using **Field Service Lightning (FSL)**
	+ Data Integration between Salesforce and external systems and ETL processes: **Mulesoft** or **Informatica**
	+ **Sales Cloud, Service Cloud and Community Cloud** implementation for a customer care center
	+ Integration using Soap API-WSDL
	+ REST **API**: Set up Authorization-Web Server OAuth Authentication Flow, Send HTTP Requests
	+ **UI Design**: Storyboarding, Interactive complex wireframing, UI mockup/prototyping
	+ Classic to Lightning Upgrade-Lightning Experience Readiness check, gap analysis, migration Strategy
	+ Internal Salesforce **Dashboard Reporting** and external reporting interface development
	+ Reporting **Score cards** customization-Revenue, Sales, Growth, Data mapping, Data Schema Builder
	+ **Marketing Cloud Connector** to Sales and Service Cloud
	+ **Health Cloud** and Higher Education Data Architecture **(HEDA)**
* **Salesforce Lightning (LEX) and Salesforce Communities**
	+ **Field Service Lightning (FSL)**
	+ Lightning components development using both Web components model and Aura Components Model
	+ Creating components, using components, communicating with events, creating Apps, Styling Apps
	+ Handling the creation of the corresponding HTML and CSS using Base Lightning components from the Salesforce Lighting Design System (SLDS), Testing components with Lightning Testing Service
	+ Build lightning component to override standard action, Component mark ups & Component bundles
	+ Lightning partner community, Lightning Customer Community and Lightning Employee Community
	+ Lightning Data Services and LWC
* **Salesforce APEXProgramming**
	+ **APEX** Triggers, DML Statements, DML Exception Handling, Dynamic SOQL and Dynamic SOSL Queries
	+ Change sets deployment, UAT experience
	+ **Salesforce DX** Second Generation Packaging: Create packages in a source-driven development environment, branch development and testing.Distribution of dependent packages.
	+ APEX Unit Test-Following testing best practice and code coverage
	+ Agile Software Development Methodology (Scrum)
* **Salesforce ADM**
	+ **Formula editor** and **validation rules**,Business Process Generation using **Process Builder**&Custom transactional logic
	+ Maintain security on infrastructure and web services developed: Implement **SSO** and Use mutual authentication/2-way **SSL** on Web Services
	+ user management and user access management on Salesforce Platform by assigning users to the right profiles, roles, and permission sets.
* **Visualforce**
	+ Visualforce’s model-view-controller (MVC) Paradigm
	+ Customizing the appearance and output of Visualforce Pages, Using Standard List controller actions, Customer Controllers and Controller Extensions
* **nCino, Java, Ajax, Conga, FormAssembly, Ring Centra**l, **iOS, JavaScript (Angular, Bootstrap), jQuery, PatronManager, HTML5, Dell Boomi, DevOps Tools (GIT, Jenkins, JIRA), data loader, Informatica, .NET, Web Services, SQL, CPQ**

**Education**

* Bachelor of Science Degree with **Distinction (Cum Laude)**in Electrical Engineering with a business minor from Virginia Tech on May 12, 2001
* Graduate of **Lockheed Martin**’s highly competitive Engineering Leadership Development Program on Oct. 2004.

***Honors and Extracurricular Activities***

* President, Virginia Tech Chapter of **Phi Eta Sigma**National Honor Society
* Virginia Tech President’s List for **Perfect 4.0 GPA** Achievement on a Semester
* Volunteering on Food Drive and Junior Achievement

**Experience**

**LucroSoft, Bank Of America,** New Jersey, July 2020 to January2021

**SalesforceArchitect**

* + **Full life cycle implementation of Salesforce Sales Cloud, Financial Service Cloud, Marketing Cloud, Commerce Cloud, Community Cloud and Pardot**
	+ Set up **Field Service Lightning (FSL)** data model—Work Orders, Service Appointments, Service
	+ Work with **Financial Service Cloud**- Full life cycle implementation
	+ Implementation of public cloud providers--AWS, Google, Azure
	+ Experience with enterprise and data integration patterns—SOAP Based APIs, microservices, message-based middleware
	+ Participate in development workstreams, from design through testing and deployment using **Agile/Scrum.**
	+ Work with **Marketing Cloud**-email studio, advertising studio, automation studio, mobile studio and Journey Builder
	+ Work with **DNP** and **Tableau**
	+ Work with **Pardot-**create, deploy and manage online marketing campaigns
	+ Work on Salesforce **CPQ** to configure products, price orders and generate Quotes
	+ Work with **ERP**-accounting, procurement, project management, risk management and compliance, and supply chain operations
	+ Work on APEX programming (Triggers, SOQL/SOSL Query) following governor limits and provide guidance
	+ Work on architecture of complex integration of Salesforce with external systems such as Amazon Datalake and SQL server using **Soap, Rest API service and APIC (IBM API Connect)**
	+ Handling the creation of the corresponding HTML and CSS using Base Lightning components from the Salesforce Lighting Design System (SLDS)
	+ Data integration between Salesforce and Oracle and Amazon AWS using **Mulesoft**
	+ Lightning component development on the developer console for a conference management App
		- Aura Attribute to store data within a lighting component
	+ Classic to Lightning Upgrade-Lightning Experience Readiness check, gap analysis, migration Strategy
		- Manage and customize mobile operations using **Field Service Lightning (FSL)**
	+ Resources, Territories, etc.). Configure Service Rules and Objectives in support of Field Service business processes
	+ Work with**Work Flows, Approval Process and Process Builder**
	+ Develop **Visualforce pages, Visualforce components and Custom Controllers**
	+ Work with Salesforce **Community Cloud-**content management, discussion boards, event management
	+ **Work with Service Cloud**-Manage and customize mobile operations using **Field Service Lightning (FSL)**
	+ Work with **Salesforce Security Model**
	+ Work with **Data Loader** and **Workbench**
	+ Salesforce Development work on **Developer console and Force.com IDE**
	+ Work with Salesforce **Flows**
	+ Work on full life cycle implementation of Salesforce solutions: Write functional and design requirements
	+ Customization on the Salesforce Lightning platform: Lightning Components using the Lightning Design System framework.
	+ Work on full life cycle implementation of **Health Care**.
	+ Define business processes for Health IT. Participate in development workstreams, from design through testing and deployment using **Agile/Scrum.**
	+ Conduct data migration using Informatica **ETL.**
	+ Perform system test and validations; verify system expectations and requirements; ensure system operation; perform enhancements and improvements

US Patent Office, Patent Examiner, September 2019 to June 2020

* Review Patent applications
* Research on technical documents on patent related topics
* Look through prior inventions to ensure proposed invention on the application does not match any prior invention

**LucroSoft,** New Jersey, **Pepsi,** September 2018 to September 2019

* **SalesforceArchitect**
* Architectural Recommendation and guidance based on evaluation of existing infrastructure, platforms, environments, and applications
* **Salesforce Commerce Cloud, Sales Cloud, Financial Service Cloud, Marketing Cloud and Community Cloud full life cycle implementation**
* Work with **Financial Service Cloud**- Full life cycle implementation
* Work with **Marketing Cloud**-email studio, advertising studio, automation studio, mobile studio and Journey Builder
* Work with **Pardot-**create, deploy and manage online marketing campaigns
* Work on Salesforce **CPQ** to configure products, price orders and generate Quotes
* Work with **ERP**-accounting, procurement, project management, risk management and compliance, and supply chain operations
* Lightning components development using both Web components model and Aura Components Model
	+ Creating components, using components, communicating with events, creating Apps, Styling Apps
* Handling the creation of the corresponding HTML and CSS using Base Lightning components from the Salesforce Lighting Design System (SLDS), Testing components with Lightning Testing Service
* Work on APEX programming (Triggers, SOQL/SOSL Query) following governor limits and provide guidance
* Work with Salesforce **Community Cloud-**content management, discussion boards, event management
* **Work with Service Cloud**-Manage and customize mobile operations using **Field Service Lightning (FSL)**
* Work on **SFDX** environment
* Set up **Field Service Lightning (FSL)** data model—Work Orders, Service Appointments, Service Resources, Territories, etc.). Configure Service Rules and Objectives in support of Field Service business processes
* Work on Salesforce **CPQ** to configure products, price orders and generate Quotes
* Develop **CICD Pipeline**
* Experience working with **PDO** in the Salesforce environment
* Architect and design Salesforce **ISV** applications
* Development experience in **MVC** and MVC framework
* Experience in the design and implementation of real-time and batch integration with Salesforce and other systems using **REST, Soap and Bulk** APIs through integration platforms (MuleSoft)
* Partner with product owners, business analysts, and software engineers to translate business requirements into solution designs that best achieve the target capabilities and use the SF & Azure platforms effectively in a progressive manner aligned with Agile and DevOps principles
* Retail domain with Supply chain management, Campaign management & Enterprise content management
* Work with contracting module **(CONGA)**, contracting process **(Coupa)**.
* Maintain security on infrastructure and web services developed: Implement **SSO** and Use mutual authentication/2-way **SSL** on Web Services
* Work with **process builder** to implement processes
* Use **Marketo** in conjunction with Salesforce
* Work with Salesforce **Community Cloud-**content management, discussion boards, event management
* Work with B2B customer commerce portals and commerce cloud
* Provide subject matter expertise as a technical Architect to stakeholders on key methodologies and approaches, advising leadership on the design of the future execution model, process and/or technology
	+ Ensure Data Security and conduct design and implementation review
* Understand existing methodology and process to recommend proper product selection
	+ Create and execute industry-leading business transformation solutions on cloud-based platform
	+ Technology Selection: Diverse knowledge on existing leading products. Technology Trade Study.
* Lead team of developers as needed to drive end to end solution delivery taking full responsibility of Salesforce.com solutions-Design, architect and implement customization of Salesforce applications
* Run POC to proof complex development concept
* Work with Data and Schema management-**DBs, SQL and RDBMS** technologies
* Work with Salesforce Cloud and SAP systems integration
* Order management, Inventory solutions, logistics management, payment processing, Data & Analytics
* Design and manage Salesforce enterprise solutions
* Work as a stream lead at CIO/CTO level in a major client organization
* Reporting & Dash boarding, Governance & policy management.
* Function as a role model in the Salesforce ecosystem
* Ownership of workstream functional design and delivery of solutions to clients
* Coordinate with the Project Manager during project setup, on-boarding and planning activities.
* Oversee Business Analysts gathering business requirements and translate them into a technical solution
* Lead the offshore teams for solution architecture, estimates, delivery etc.
* Create key architecture documentation and deliverables for specific workstreams
* Design report specifications for clients Salesforce reports
* Demonstrate leadership of topics in the architect community and show a passion for technology and business acumen
* Support Train-the-Trainer materials-Train, mentor and oversee team members
* Update management team on overall project, risks, and technology issues and propose suitable alternatives.
* Relational and non-relational **Data Modeling**
* Build business logics using Process Builder as well as based on object-oriented programming and common frameworks
* Define requirements working with Stakeholders: using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
* **Seibel** CRM replacement with Salesforce
* Work with **Offshore** team-design implementation and code reviews
* **Salesforce Commerce Cloud Architect, Commerce Bank**
	+ Salesforce **Commerce Cloud** full life cycle implementation
	+ Work with Salesforce Platform and **nCino** Bank Operating System application
		- Integration with commercial banking and small business platform
	+ Work with Salesforce **Community Cloud-**content management, discussion boards, event management
	+ **Work with Service Cloud**-Manage and customize mobile operations using **Field Service Lightning (FSL)**
	+ Proactively communicate and collaborate with customers to analyze information needs and functional requirements and deliver the needed artifacts (i.e., functional requirements, business requirements document, use cases, GUI and screen and Interface designs).
	+ Document changes to the design and implementation of Salesforce.com
	+ Develop functional specifications and system design specifications
	+ Deliver informative, well-organized presentations
	+ Assess the existing projects and identify priority areas for CRM development
	+ Work collaboratively with customer as a contributor to the program, or in an advisory capacity to their work.
* **Salesforce Tech Lead, Amerihealth**
	+ Work with **Health Cloud** for Patient Relationship management
	+ **Sales and Service Cloud UATsto Production Software Deployment**
	+ Work with Salesforce **Community Cloud-**content management, discussion boards, event management
	+ **Work with Service Cloud**-Manage and customize mobile operations using **Field Service Lightning (FSL)**
	+ Manage and customize mobile operations using **Field Service Lightning (FSL)**
	+ Set up **Field Service Lightning (FSL)** data model—Work Orders, Service Appointments, Service Resources, Territories, etc.). Configure Service Rules and Objectives in support of Field Service business processes
	+ Work on Salesforce **CPQ** to configure products, price orders and generate Quotes
	+ Data integration between Salesforce and Oracle and Amazon AWS using **Informatica**
	+ Work with Salesforce Platform and **nCino** Bank Operating System application
		- Integration with commercial banking and small business platform
	+ Salesforce **Service Cloud** full life cycle implementation with customer care center.
	+ Drive the team- Lead tech meetings, assign actions and review status of actions. Derive requirements from system definition to design phase
	+ Proactively communicate and collaborate with customers to analyze information needs and functional requirements and deliver the needed artifacts (i.e., functional requirements, business requirements document, use cases, GUI and screen and Interface designs).
	+ Document changes to the design and implementation of Salesforce.com
	+ Develop functional specifications and system design specifications
	+ Deliver informative, well-organized presentations
	+ Assess the existing projects and identify priority areas for CRM development
	+ Work collaboratively with customer as a contributor to the program, or in an advisory capacity to their work.
	+ Work closely with PM & teams in aligning the deliverables with the program priorities.
	+ Adhere to service management processes and procedures to meet customer service level agreements, key performance indicators and maintain customer satisfaction
	+ Design service cloud integration solutions involving multiple external systems
	+ APEX Triggers, DML Statements, DML Exception Handling, Dynamic SOQL and Dynamic SOSL Queries
	+ Conduct pre-deployment **code reviews** on fast pace project
	+ System Architecture integrating Salesforce with complex external systems- Amazon AWS and Oracle.
	+ **Change set** deployment from Sandbox environment to production environment
	+ Integration of Salesforce with external databases using REST and SOAP API
	+ Work with Sandbox: Change sets deployment from UAT to production, Agile Development (Scrum)
	+ UI Design: Storyboarding, Interactive complex wireframing, UI mockup/prototyping
	+ Data integration between Salesforce and **Mulesoft**: Securely connect to and access data from **Mule** application, as well as query, update, and delete records
	+ Use mutual authentication/2-way SSL to maintain security on infrastructure and web services developed
	+ Single Sign On (SSO) Set up -SAML Identify Provider & Tester, User management & security
	+ Experience leading off-shore and on-shore teams
	+ Effectively manage relationships with business stakeholders, third party providers and internal IT and business participants to obtain projects
	+ Business executive engagement and satisfaction, translating business requirements into technical requirements
* **Senior Salesforce Lightning Developer**
	+ Handling the creation of the corresponding HTML and CSS using Base Lightning components from the Salesforce Lighting Design System (SLDS)
	+ Data integration between Salesforce and Oracle and Amazon AWS using **Mulesoft**
	+ Lightning component development on the developer console for a conference management App
		- Aura Attribute to store data within a lighting component
	+ Classic to Lightning Upgrade-Lightning Experience Readiness check, gap analysis, migration Strategy
		- Manage and customize mobile operations using **Field Service Lightning (FSL)**
	+ Set up **Field Service Lightning (FSL)** data model—Work Orders, Service Appointments, Service Resources, Territories, etc.). Configure Service Rules and Objectives in support of Field Service business processes
	+ Work on Salesforce **CPQ** to configure products, price orders and generate Quotes
	+ **WORK ON LATEST DEPLOYMENT TOOL: SALESFORCE CLI AND Second-Generation Packaging**
		- Work efficiently with packages, scratch orgs, and development processes.
			* Organize and deploy metadata to production orgs for enterprise customers
			* Handle multiple packages per namespace to better organize source and easily share Apex code. You can use public Apex classes across packages rather than global Apex classes.
	+ End-to-end project implementation planning with clients and third party software vendors
	+ Salesforce Dashboard Reporting Customization and external reporting interface (Tableau) development
		- Reporting Score cards customization-Revenue, Sales, Growth, Data mapping, Data Schema Builder
	+ Deep understanding of Model-View Controller (MVC) Architecture of Salesforce Visual Force applications
	+ Strong knowledge on data base structure and cloud-based UI development

**Capgemini**

* **Salesforce Technical Architect and Tech Lead**
	+ Architecture study of integration between Salesforce and off-platform systems, as well as managing governance and testing capabilities for deployment and ongoing Salesforce modification requirements
	+ Work on Salesforce **CPQ** to configure products, price orders and generate Quotes
	+ Manage and customize mobile operations using **Field Service Lightning (FSL)**
	+ Understand existing complex Salesforce Architecture and integration between multiple Salesforce systems
	+ Evaluation of Complex multiple versioning of Salesforce products in order to devise proper product suites to implement digital marketing, sales and service strategies
* **Salesforce Developer and Manager**
* Provide Technical Leadership-assign tasks amongst team members and maintain technical schedule
* Prepare workshop plan to implement salesforce Marketing Cloud-Workshop details each day-plan to understand existing sales cloud and service cloud infrastructure
	+ Consultant training, corporate policy learning, expense report rules, corporate sectors definition
	+ Draft Plan to review Sales Cloud and Service Cloud in relation to Marketing Cloud Implementation

**Salesforce Trailhead modules and projects,** New Jersey, April 2017 to June 2019

* + Set up **Salesforce DX** environment. Scratch org, Developer Hub Org
	+ Use Formula Fields, Implement Roll-Up Summary Fields, Create Validation Rules
	+ Use Lightning App Builder User Interface to make Lightning pages
	+ Test Class Development following Testing Best Practices by Salesforce
	+ Automate business processes for a recruiting APP, Build Advanced Analytics Dashboard for Reporting
	+ Implement Roll-up summary fields, Apply field-level security to roll-up summary fields
	+ Create Custom Lightning Record Page and make it dynamic

**AlphaStaffA4D**

**Salesforce Technical Architect and Senior Salesforce Developer,** California, July 2017

* Discuss Executive Plan to implement Salesforce in relation to existing other tools
* Attend discussion on draft plan on Salesforce features Strategy and Test Class Development
* Salesforce Capability exploration and utilization-**Sales Cloud, Marketing Cloud and Pardot**
* Build business logics using Process Builder and based on object-oriented programming and common frameworks
	+ Set up **Field Service Lightning (FSL)** data model—Work Orders, Service Appointments, Service Resources, Territories, etc.). Configure Service Rules and Objectives in support of Field Service business processes
	+ Work on Salesforce **CPQ** to configure products, price orders and generate Quotes

**WECO**

**Software Applications Engineer,** California, September 2016 to March 2017

* + Software engineering applications on detection of defects on thin production materials
	+ Application of embedded software in camera and alignment of camera and detect defects through software to focus on thin materials
	+ Review embedded software output and analyze to review defect statistics for loss prevention
	+ Work with Software Applications to detect defects on thin materials-Perform Software Maintenance Checks

**Entrepreneurship,** New Jersey, Sept, 2014 to Aug, 2016

* Feasibility study for start-up business, ROI on IT Investment and consulting KPI Analysis
* Cloud based software system products and latest technology study and Tech Risk Matrix Generation

**LOCKHEED MARTIN CORPORATION,** New Jersey, March 2002 to August 2014

* ***Member of Engineering Staff (MES)+Engineering Leadership Development Program***
	+ Multi-disciplinary real time simulated project on **Programming** on Java (APEX like syntax)
	+ Real time engagement on System engineering segment of power systems project planning
	+ Worked on a Software Development of real time simulated Project using object -programming Java based.Coordinate with team members on real time simulated software project objective
* ***Deputy EPM***
	+ Worked on **complex software development** program
	+ Worked on project action tracking and risk management for complex software program
	+ Software programming project scheduling and critical path maintenance
	+ Work on schedule with program manager and define critical path on the schedule
	+ Lean Six Sigma Certification training
* ***Business Dev Tech Leadand SalesforceArchitect***
* Architecture and integration: selection of components between multiple systems-evaluation of existing infrastructure, platforms, environments, and applications
* Build componentized software architecture based on object-oriented programming and common frameworks
* Drive the team- Lead tech meetings, assign actions and review status of actions. Derive requirements from system definition to design phase
* Provide subject matter expertise as a technical Architect to stakeholders on key methodologies and approaches, advising leadership on the design of the future execution model, process and/or technology
	+ Lead generation and updating contacts on BDOT CRM tool
	+ Review Product specsto meet customer requirements based on customer budget
	+ Prepare Contact Plan and sales process generationto capture new business
	+ CRM (Salesforce Alike) Market Research Planner. Keep customer data current on BDOT CRM
	+ Customer Data management on BDOT-a derivative of Salesforce CRM
	+ Business capture process automation and Defense Contracts status on BDOT CRM
	+ Work on the Salesforce development (Declarative, Apex Coding, VisualForce) applying knowledge of Best Practices understanding on Coding Standards, Deployment, Apex, VF, Salesforce Integration, Security implementations
	+ Experience with data and schema management (structured DBs, SQL and RDBMS technologies, and SOA design principles) and keeping design artifacts curated.
	+ Experience in Salesforce with end-to-end implementation in the following areas: solution architecture experience on implementation projects using Agile and Iterative approach, how Salesforce architectural concepts influences design, knowledge of the limitations of the platform (e.g. API and governor limits), as well as strong knowledge of architecture concepts (integration styles, architecture styles, patterns)