

**Name: Mohammed Ishaq**

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## **Career Summary:**

### **Total Experience: 4.6 Years in IT industry**

- 3 years' experience in salesforce development, Configuration, Admin & 1.6 years in salesforce Testing QA
- Proficiency in SFDC Administrative work likes creating Profiles, Roles, Permission Sets, users, Page Layouts, Flows, Approval Processes, Validation rules, Reports and Dashboards.
- Experience in Data Migration using Data Loader, import wizard, Dataloader.io.
- Experience on Lightning App builder (lightning pages)
- Hands on Experience in Service Cloud, Community cloud and Sales Cloud .
- Documentation of Technical Design Document, Functional Design Document, Knowledge base(KBs) Articles, Test Cases.
- Effective communicator with strong analytical, interpersonal and problem-solving abilities.
- Capacity to work in team or individually & take up responsibilities.

➤ Worked as Salesforce Developer at Cognizant , Hyderabad (Nov 2021 to Feb 2023)

➤ Worked as a QA Analyst and Salesforce Developer at Vaayuja Info Solutions Pvt Ltd, Hyderabad (Sep 2018 to Nov 2021)

## ***Skills***

### **Technical**

<b>Operating System</b>	Windows 10 and Mac
<b>Environment</b>	Salesforce, Force.com, SFDC
<b>Database</b>	Force.com using SOQL/ SOSL, SQL
<b>Tools</b>	POSTMAN
<b>Salesforce.com</b>	, Profiles, Roles, Permission Sets, Users, Page Layouts, Approval Processes, Workflows, Process builder, flows, Reports, Custom Objects and Fields.

### **Functionl**

<b>Management and Leadership Skills</b>	Ability to produce realistic Requirement Gathering, Business Analysis and Development,
<b>Training &amp; Development</b>	Technical ability to Train and Troubleshoot.

## Projects

<b>Athena BMS (Bristol Myers Squibb)</b>	<b><u>Nov- 2021 – Jan 2023</u></b>
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- The BMS application is an call center application for American multinational pharmaceutical company.
- As a part of salesforce development team my responsibility was to manage and develop custom functionalities where the scope includes automation through flows and configuration changes
- Salesforce release Impact analysis
- Live agent
- Resolving the bugs and providing the support to QA team along with the development in the current sprint.
- Worked on Admin for SIT and UAT sandboxes (profiles, roles setup and Sharing setting, queues and public groups and Assignment rules.
- Classic to Lightning migration.
- Design, build and configure applications to meet business process and application requirements.
- Also involved with directly clients to discuss on the sprint calls and discussions.

<b>International SOS (USA)</b>	<b><u>Feb 2020- Oct 2021</u></b>
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- International SOS is basically insurance for American defense system (US client).
- This project seeking information to access and reimbursement for Botox Therapeutics, and allows users to initiate and track benefits investigations and prior authorizations online.
- In this if user has insurance for theirselves and their family and what is the coverage and how much they used and what are the things are being covered and who and how the approval process is being done is implemented.
- As a part of salesforce development team my responsibility was to manage and develop custom functionalities
- Creation of Custom and Standard Objects,Relationship,Profiles, FLS,Reports and Dashboards.
- Design, build and configure applications to meet business process and application requirements.
- Deployment using Changset,Pre-deployment,Postdeployment.
- Documentation.

<b>United Parcel Service</b>	<b><u>Sep 2018- Jan 2020</u></b>
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UPS - Quantum View Manage Client <sup>TM</sup>, an innovative and complete suite of customer service and contact centre cum viewing shipment software, helps organizations transform their traditional logistics into multichannel customer interaction hubs. These hubs enable dramatically improved customer experience, unified multichannel customer service, end-to-end service process efficiencies, and enhanced contact centre performance.

- Develop, execute, and maintain test design document.
- Validating all GUI alignment and column level data in SFDC application.
- Main entities involved in assignments and solutions on orders, Leads, contact, opportunities, and sites.
- E2E execution of the test cases.
- Creating the daily execution status and defect status.
- Involved in Agile methodology.
- Test Case Creations, executions, and raise defects.
- Involved in Test Pre-Planning, Planning, Retro, Daily meetings

### ***Education***

- B.tech in 2016 with aggregate 75% from Gitam University, Vishakhapatnam.
- Intermediate in 2012 with aggregate 88.1% from Narayana Junior College
- SSC in 2010 with aggregate 82.6%.

### ***Personal Details***

- **Languages known:** English,Telugu,Hindi
- **Date of Birth:** 21/06/1994
- **Address:** Kurnool-518004

### ***Declaration***

I hereby declare that the information given in this document is true to the best of my knowledge and belief.

Date:

•Place : Hyderabad

(S Md Ishaq)