

**Rahmath Nawaz Junaid**

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**Professional Summary:**

Over **8+ years** of experience in IT industry of which **5+ years** were spent in **Salesforce.com** Development and Administration involved in implementation, administration, development, integration with other systems and cloud applications and including analysis, modeling, design, coding and testing in various business domains.

* Experience in analyzing and assessing requirements and documenting for Salesforce.com implementations.
* Expertise at **Administrative tasks** such as User management, creating Profiles, Roles and Permission Sets, **Workflow, Tasks and Events**, Email notification and templates, Reports and Dashboards.
* Hands on experience in SFDC Development using the **APEX classes**, **Apex Batches**, **Triggers**, **Components**, **Reports, Force.com IDE**, **Eclipse** with **SOQL, SOSL** and **Force.com plug-in.**
* Integrated Salesforce with external systems using both inbound and outbound using **SOAP & REST** apex web service classes.
* Worked with MVC (Model View Controller) design pattern and implemented in Salesforce customizations using **subject’s, Apex controller classes and Visualforce pages**.
* Good understanding of **Software Development Life Cycle (SDLC)** and Agile with Expertise in requirement gathering, Analysis, Designing, Development and Testing.
* Good experience in writing **SOQL, SOSL,** Aggregate, Relationship queries in apex classes, triggers and batch classes and customized queries to avoid governor limits.
* Worked **on Community cloud** Implementation & setting up the users.
* Expertise in the implementation using **Apex Language, Visualforce pages, Classes, Triggers, Controllers, Web Services, Tabs, Components, Custom Objects, S-Controls, Reports, Dashboards and Analytical Snapshots.**
* Good at **Lighting Components** and adding them to Visualforce pages and **Lighting experience page layouts.**
* Developed and worked on different Salesforce.com environments such as **Sandbox** and **Production Environments**.
* Effective employment of **Apex Data Loader**, **Import Wizard** and **Data ManipulationLanguage** for **Data Migration** and **Management** in bulk.
* Experience with **Workflow Issues, restart Workflows, reset data fields**, test and fix the **Validation rules**.
* Worked on **Apttus CPQ** configuration and integration**, Conga Composer, DocuSign & ServiceMax** products.
* Written apex batch, schedule classes by implementing **Batch able and Schedulable interfaces** for processing large data sets in scheduled intervals.
* Good experience in implementing **CRM features** like Lead, Account, Contact, Opportunity, Campaign, Case management using **Web-to-lead, Web-to case, Email-to-case and custom Lead conversion**.
* Deployed Salesforce components using meta-data API across various sandbox and production instances with **Change Set, Eclipse and Force.com Migration tool.**
* Experience in web technologies including HTML, XML, CSS, JavaScript and JQuery.
* Experience in mobile Development by using web technologies including **JQuery, AngularJS**.
* Experienced in **Service Cloud, Sales Cloud**, Collaboration Cloud and SFDC Customer Community for All partner portal, customer portal.
* Excellent programming skills in **JAVA and J2EE** technologies including Enterprise Java Beans (EJB), Servlets, JSP, JSF, XML, JMS, JDBC, Hibernate, Struts, XSLT, SOA.

**Skills Set:**

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| **Salesforce Technologies** | Salesforce CRM, SFDC Certified Force.com, Apex, SOQL, SOSL, Visualforce (Pages, Component & Controllers), Lighting Components, Triggers, Apttus- CPQ and CLM (Managed Package) Custom Objects, Service Cloud, Sales Cloud, S Controls, Apex Web services. |
| **Salesforce Tools** | Data Loader, Eclipse, Force.com, Workbench, Force.com Excel Connector, Force.com Platform (Sandbox and Production) |
| **Products** | Conga Composer, DocuSign, ServiceMax |
| **Salesforce API Tools** | Eclipse, Force.com Explorer, Offline Edition, App Exchange Data Loader |
| **Databases** | MS Access, SQL Server 2005/2008, MySQL, PL/SQL, RDBMS, Oracle 8i/9i/10g |
| **Languages** | Java, JavaScript, HTML, XML, DHTML, C, JSON |
| **Operating Systems** | Windows NT/2000/XP Pro/Vista, Windows Server 2000/2003/2008, Linux. |
| **Deployment Tools** | Change set, AutoRabbit, Gitlab, Capado |
| **Other Tools** | MS Office Suite, MS Project, Clear Quest, WebLogic, MS Visual Studio 6.0, My Eclipse 7.0 |

**Education: Bachelor’s in Electronics & Communication Engineering, India.**

**Professional Experience:**

**Client: USAA Plano, TX Jan 2020 – Till date**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked as enhancement developer, performed the roles of **Salesforce.com Developer** and **Administrator** in the organization.
* Developed new apps with the **Lightning App Builder** and **Lightning Components** for sales reps to help them sell faster and smarter.
* Worked on **Salesforce Communities** and created **Lighting pages** for Communities.
* Executed **SOQL** queries in **workbench** and **data loader** to verify Product/Pricing staging data in SFDC.
* Administrated **SFDC communities**, created Case Management Process including creating support process, record types.
* Assigned workflows for **Lead conversion**, transfers, merging duplicates, managing **web-to-lead** to track responses to online campaigns.
* Creating **Lighting Components Events, Lighting Data Service**.
* Building Lighting App with lighting Design System.
* Developed **Visualforce pages** which rendered based on **Salesforce1 App** or Web.
* Maintain and developed the Custom objects, Custom fields, Custom tabs, and Validation rules and **S-Controls HTML**& JavaScript.
* Managed **user accounts** and **security** - including new user account creation, profile and role management, sharing rules and security controls.
* Setup, maintain and optimize Email marketing campaign utilizing **Exact Target/Salesforce Marketing Cloud**.
* Used the Force.com explorer to build and test **SOQL** and **SOSL** queries.
* Involved in deploying the **AppExchange applications** and integrating with **third-party applications.**
* Support the **Email Marketing Manager** in the development of new business requirements.
* Worked in an **Agile environment**, as of solving the issues within deadlines.
* Extensive exposure with **Solution Design team**, **Business Analysts**, **Performance** & **Architecture**.
* Using **Apex Data Loader** and **Import Wizard for migrating records** to sources and loaded data into Call Center application and for cleaning of data.
* Created profiles and implemented Object and **field level security to hide critical information** on the profile users.
* Customized different **page layouts** and assigned them for different profile users.
* Used **Salesforce Lightning** to delivers a modern, smart experience across every device.
* Involved in **data mapping** and **migration of data** from legacy systems to Salesforce.com Objects and fields.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, SOQL, SOSL, Visualforce, WSDL, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, SOAP, Web Services, Reports, Eclipse, Auto Rabbit & Capado deployment Tools.

**Client: Anthem, Inc. Atlanta, GA. March 2019 – Dec 2019**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Performed the role of **Salesforce Developer** and **Administrator** in the organization.
* Implemented **mass data loads** and **pre-deployment testing.**
* Developed a **Visual Force Email Template**, which notifies the clients once it satisfies the business logic and when criteria are met. This also involved **generating Client Logo** and attaching to the template.
* Experience in Customization, Administration, Configuration, Implementation and Support of **Salesforce CRM** and **Salesforce SFA** applications based on **Apex Language and leveraging Force.com.**
* Proficiency in **SFDC Administrative tasks** like creating Profiles, Roles, Users, Page Layouts, Email Services, Validation rules, Approvals, Workflows, Reports, Dashboards, Tasks and actions.
* Provided appropriate support to service technicians accessing to **Sales and ServiceMax Managed objects like Accounts, Products, Locations, Installed Products, Service Contracts, Parts Orders, Work Orders, Cases and Service Invoices.**
* Used **ServiceMax App Exchange** functionality in salesforce for developing the application used in mobile/iPad device.
* Used **ServiceMax Setup to create SFM transaction, SFM Wizards, Service Team, Technician, Skills, and Translations etc.**
* Used Dispatch console functionality to create Subject, Confidential for event creation and functionality to configure the color for **work order grid**.
* Provided **Complete administrative support including troubleshooting user issues** with access to records and objects and used the **reporting feature** to create **Reports, Work Order Service Report** as per the Requirement
* Worked on **Community Cloud** and helped the team setting up the communities for the Organization Users.
* Worked on converting **Salesforce classic VF pages into Lighting.**
* Administrated and monitored the company's **Salesforce CRM** application. Created **workflows for automated lead routing, lead escalation and email alert**.
* Implemented various **Apex classes**, **Triggers**, **Batch** & **Schedulable** classes and the Future method for **handling huge data transactions or Bulk operations**.
* Also worked and developed various **Portal based requirements** for the end clients to view the data.
* Worked with various **Salesforce.com** objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Created custom reports and enhanced Salesforce.com environment as per user needs using **Apex and Visualforce pages.**
* Created various **Test Classes** and deployed into Production, which satisfies the code coverage.
* Maintained existing applications working with other **Developers** and **Business Analysts**.
* Served extensively in marketing and administrator of **SFMC processes** (manage subscriber-level data).
* Used custom tools like **Apex data loader** & **Jitter Bit** for the handling the data for insertion, update & deletion.
* Implemented **Marketing Sales**, **Customer Service**, **Call Center & Support Administration**.
* Worked back & forth with the **SQL Database** & **Crystal Report** developing tools for **manipulating the data& gathering reports**.
* Involved in **Case Management with Workflow & Approval Process, User Entitlements and Role hierarchy** for Salesforce.com Applications.
* Performed various modifications on the existing code inside **Salesforce**& followed the **governor limits before deployment into Production**.
* Created the **Technical Document**& the **Test Case** document for the **in-house Salesforce Administrator** to keep a track.
* Worked with team members for **full-cycle projects**, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to **Salesforce.com** clients.

**Environment:** Saleforce.com, Salesforce API Version 12.0, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Docusign, ServiceMax, Workflow & Approvals, Reports, Custom Objects, Custom Lightning Tabs, Email Services, Process Builder, Sandbox data loading, Apttus CPQ, Windows XP.

**Client: Stericycle, Chicago, IL Apr 2017- Feb 2019**

**Role: Sr Salesforce Developer/Administrator**

**Responsibilities:**

* Worked as enhancement developer, performed the roles of **Salesforce.com Developer** and **Administrator** in the organization.
* Developed new apps with the **Lightning App Builder** and **Lightning Components** for sales reps to help them sell faster and smarter
* Implemented **mass data loads** and **pre-deployment testing.**
* Developed a **Visual Force Email Template**, which notifies the clients once it satisfies the business logic and when criteria are met. This also involved **generating Client Logo** and attaching to the template.
* Experience in Customization, Administration, Configuration, Implementation and Support of **Salesforce CRM** and **Salesforce SFA** applications based on **Apex Language and leveraging Force.com.**
* Proficiency in **SFDC Administrative tasks** like creating Profiles, Roles, Users,Page Layouts, Email Services, Validation rules, Approvals, Workflows, Reports, Dashboards, Tasks and actions.
* Worked for **Apttus Product Configuration, Pricing Configuration** with some advanced functionality of SFDC.
* Worked with **Conga Composer & DocuSign** to generate Word, Excel and PowerPoint documents for various purposes like client documentation for product guidelines to presentation and data representation in front of future clients.
* Implemented CPQ solution using **Apttus CPQ** and **Contract Management (CLM)** for various customers in industries.
* Worked on converting **Salesforce classic VF pages into Lighting.**
* Administrated and monitored the company's **Salesforce CRM** application. Created **workflows for automated lead routing, lead escalation and email alert**.
* Implemented various **Apex classes**, **Triggers**, **Batch** & **Schedulable** classes and the Future method for **handling huge data transactions or Bulk operations**.
* Also worked and developed various **Portal based requirements** for the end clients to view the data.
* Worked with various **Salesforce.com** objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Communicating regularly with the **SFDC** designated super users to support them in their role and provide information and training on new features and functionality.

**Environment:** Salesforce.com, Visualforce,Lightning App Builder, Lightning Components, Force.com, App Exchange, Service cloud, Sales cloud, Conga Composer, Docusign, Salesforce Lightning, Cast Iron, Custom objects, Tabs, Roles, Picklists,Workflow & Approvals, Dashboards, Data Loader, Data Migration, Sandbox, Windows.

**Client: Norfolk Southern, Atlanta, GA Aug 2015 – Mar 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the Job science to match the functional needs of the organization.
* Implemented the **requirements on Salesforce.com platform and Force.com IDE Plug-in** using Eclipse.
* Designed and Implemented the Custom Business objects, Entity-Relationship data model, **Page layouts, Custom tabs**, Components to suit the needs of the application.
* Developed and configured various **Custom Reports and Report Folders for different user profiles** based on the need in the organization.
* Involved in designing junction objects and implemented various advanced fields like **Pick list**, **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows**, **sharing rules** and **Approval Processes** for automated alerts, field updates and Email generation according to application requirements.
* Developed Email handlers using Apex for generating PDFs from Leads received from several sources using Apex.
* Developed complex reports and dashboards using HTML, PDF, Apex, Visualforce page and mail merge.
* Developed custom pages using Apex, Visualforce and controllers for customized UI of application workflow.
* Created new custom objects, assigned fields, **Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps**
* Involved in integrating the **web services** by generating the necessary stubs from the **WSDL files** for extracting the data from external systems to display in the pages of salesforce.com.
* Integrated the **Web Services** for extracting the data from external systems to display in the pages of salesforce.com.
* Created **Summary reports, Matrix reports, Charts and Dashboards** to assist the business team.
* Communicating regularly with the **SFDC** designated super users to support them in their role and provide information and training on new features and functionality.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, SOQL, SOSL, Visualforce, WSDL, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, SOAP, Web Services, Reports, Eclipse.

**Client: Allscripts, Raleigh, NC July 2014 – July 2015**

**Role: Salesforce Administrator/Business Analyst**

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Experienced working in Cross-functional teams, identifying business requirements and supporting sales/marketing efforts.
* Worked extensively on **Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.**
* Administered, configured, and maintained Salesforce.com application **user profiles, roles**, **assigning permission, generating security tokens, validation rule, upgrade installation**.
* Designed, developed and deployed the **Custom objects, Components, Visual Force Pages** to suit the needs of the application.
* Imported data from Seibel CRM into Salesforce using Informatica Power Center as part of Data Migration.
* Worked on **Validation Rules, Workflows, and approval processes.**
* Developed **Test cases** for **Unit Testing** of the Mappings and was involved in the **Integration Testing**.
* Authored and supported **Functional Requirements Documents (FRD)** and **Business Requirements Documents (BRD).**
* **Advanced Activity diagram and Business Use Cases by Visio** for the unimproved understanding of the user community.
* Controlled the **Support Cases** with the assistance of SalesForce.com support and commit with SalesForce.com premier Support.
* Defined **email alerts, related tasks** and **field updates** to automate various manual processes and generated workflow rules.

**Environment:** Salesforce.com platform, Seibel CRM, Visual Force Pages, Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs, Security Controls, HTML, CSS, Sandbox, HTML 4.01, Java Script 1.8,Eclipse IDE Plug-in,Informatica on Demand.

**Client: Accolite, Hyderabad, India May 2012 – April 2014**

**Role: Java/J2EE Developer**

**Responsibilities:**

* Written **XML Document Type Definition(DTD)** to get data from GPSIS in specific format.
* Modified current database design to accommodate required changes.
* Design/Develop personal measure module in **IBSC** to manage individual client’s personal measures.
* Utilized existing **STRUTS** framework as well as written **Action Dispatchers**, **JDBC Mappers**, JSPs Custom Tags.
* Integrate module in current application and test in various environments like Test, Pre-Production, and Production.
* Used **Struts Framework** for configuration of action mappings and presentation logic in JSP
* Add measure information popup to the current scorecard JSP.
* Created DIV layer in the **JSP**, which consists of all measure details.
* Written **JavaScrip**t functions to show/hide/print popup.
* Used **Log4J** for tracking the logs for errors, warnings and info. Used **Apache ANT** for automating software build process.
* Involved in creating new fraud business rules. Managed the processes, involved in fraud processing through various strategies identified by experts, **Delphi techniques** and pre-existing scenarios.
* Developed **SQL Queries** and Procedures to perform database testing.
* Modified existing CSS files to meet GPSIS display and print standards.
* Responsible for enhancing existing user interface functionality built using JSP, HTML, CSS, and JavaScript& XML.
* Involved in testing applications in different stages e.g. TEST, Preproduction, and Production.
* Involved in **Critical Bug fixes** and Enhancement of application.
* Created controller **Servlets** for handling **HTTP** requests from JSP pages.
* Used **Subversion** to implement version control System.
* Actively involved in gathering specifications and documenting requirements from development personnel prior to **System Testing** and developed detailed manual test scripts.
* Carry out rigorous project plans and promptly meet deadlines to fulfill customer requirements.

**Environment:** Java 1.4, J2EE, JEE, JSP, JavaScript, DB2, JMS, Web Logic 8.1, Apache Struts, PVCS, JUnit, HTTP, Hibernate 3.0, AJAX, Lotus Notes, Windows XP, Novell Networks, Text pad, Microsoft Office 2003.