## F:\SalesForce DOCS\sf_cert_plt_dev_1\Platform Developer I Badge\SFU_CRT_BDG_Pltfrm_Dev_I_RGB.jpgBlessing Oshiojum

## Sr. Salesforce Developer/Administrator

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**Professional Summary**

* An accomplished professional with over 7 years of experience in the **Salesforce.com CRM platform**
* Certified Salesforce Administrator/Developer with extensive experience and passionate Salesforce consultant with proficient in all phases of **Software Development Life Cycle** (SDLC), which involves requirement gathering, requirement analysis, functional design, implementation and enhancement of project in SalesForce.com
* Worked on various SFDC implementations covering **Sales Cloud & Service Cloud**
* Executed development projects using Agile, Waterfall methodologies and offshore/onshore development models
* Experience in various stages of Software Development Life Cycle (SDLC) including designing, developing and implementing applications like Sales, Marketing, Partner Portal, and Service and Support modules.
* Experience in working with **Visualforce pages, Apex Classes**
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Campaigns, Leads, Opportunities, Products &Price Books, Cases, Forecasting, Reports, and Dashboards.
* Designed and developed Salesforce applications using Apex Programming Language and Visual Force Pages, Process Builder, Visual workflows and Workflows & Approvals.
* Supported projects and initiatives like Data migrations, business process implementations, and Automation. With strong administration and support expertise in Salesforce.com, including Security
* Involved in developing **Salesforce Lightning Apps, Components**
* Have good experience in implementing **Apex classes** and **Triggers, APIs, Visual Force, Batch Apex, SOQL, and SOSL**
* Experience in development of **Salesfore.com** **Applications**, designed **Custom Formula Fields**, **Field Dependencies**, **Validation Rules**, **Workflows** and **Approval Processes** for Automated alerts, Field updates and Email generation according to application requirements
* Proficiency in SFDC administrative tasks like creating **Profiles, Permission Sets, Roles, Sharing Rules, Users, Page Layouts, Search layouts, Email Services, Approval process, Workflows rules, Workflow Actions, Validation rules,** Reports and Dashboards
* Experience at designing in **Salesforce.com** platform, tallying the business requirements by designing the required User Interface entities like Custom Objects, creating the relationships/ Junction objects like **Master-Child, lookups, Entity Relationship data model** and business logics
* Knowledge of Salesforce setup menu, Configuration, Custom Application Development, Administration, Deployment of applications to Force.com platform
* Experience with **Lightning Flows** and **Process Builder**
* Worked on the integration using **REST**, to exchange data between the system with the external system using **Batch Apex**
* Have good working knowledge in querying salesforce.com database using **SOQL & SOSL** queries within Governor Limits
* Excellent knowledge and experience at administrative tasks such as **Creating Profiles, Roles** and **Permission Sets, Tasks** and **Events, Email Templates**
* Experience with **Agile development methodology** and participating in PI Planning, Sprint Planning and Daily Scrum meetings.
* Experience in creating **Custom Apps, Custom Objects, Custom fields, Sharing Rules (**Criteria and Owner based**), Page Layout** assignment**, Search Layouts, Related List** and defining Field Dependencies, custom buttons
* Experience in bulk **data migration** and management using **Import wizard, Data Loader**
* Experience in **APIs, REST API, SOAP API**
* Hands on experience working with HTML, XML, CSS, JavaScript and AJAX
* Experience in Salesforce.com Sandbox and Production environments and deployed the configuration from sandbox to production
* Strong personal skills including focused listening, logical thinking and working in a team-oriented environment

**EDUCATION**

* **Master of Information Technology and Management**, Concordia University St. Paul, MN

**Certifications**

* Salesforce Certified Platform Developer 1
* Salesforce Certified Administrator
* Salesforce Certified App Builder

**Technical Skills**

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| **SFDC Technologies** | Apex Classes, Apex Trigger, Apex Scheduler, SOQL, SOSL, VisualForce (Pages, Components & Controllers), Apex Web Services, Salesforce CRM, Service Cloud, Sales Cloud, Lightning Application, CPQ. |
| **Tools** | Workflows and Approval, Custom Objects, Custom Setting, Label and Tabs, Roles, Security, Field updates, Reports & Dashboards, AppExchange package & Custom Application & Sandbox Data Loading |
| **Force.com** | Force.com Eclipse IDE plug-in, Apex Data Loader, Force.com migration tool, Force.com explorer |
| **Languages** | Apex, Java script, Java, HTML, XML, CSS, C, C++ |
| **Operating Systems** | Windows, Unix, Mac |
| **Database** | MySQL, Oracle SQL, MS Access |
| **Methodologies** | SDLC, Agile |

**Professional Experience**

**CGO Construction Feb 2018 to Current**

**Role: Salesforce Developer**

**Roles & Responsibilities**

* Analyzed customer requirements, performed detailed analysis of business and technical requirements and designed the solution by customizing various standard and custom objects of Salesforce.com like **Accounts, Contacts, Properties, Reports, and Dashboards in Sales Cloud.**
* Maintained and improved existing salesforce implementation.
* Created **Record types** and page layouts, updated validation rules, and improvised page layouts.
* Involved in building **Lightning Components, Pages and Apps.**
* Involved in the **Lightning App Builder** empowers to build apps visually, without code, quicker than ever before using off-the-shelf and custom-built Lightning components
* Developed Lightning component framework includes an **Out-of-the-Box** set of components, **Event-driven Architecture**, and a framework optimized for performance.
* Modified access and sharing rules, added custom objects and **Workflows, and Approval Processes** to assign various requests from users to administration based on their roles.
* Integrated Salesforce with other internal applications using **SOAP and REST services**.
* Collaborated with teams to **Design and Implement Salesforce Integration.**
* Worked on salesforce.com standard objects like **Accounts, Leads, Contacts, Opportunities**, Reports, and Dashboards.
* Requirement analysis, **Configuration, Customization, Workflows, Validations, Security** and profile settings, Communities setup, data load**, Apex classes, JavaScript, visual force pages, REST API services**,
* Developed reports and dashboards in the communities.
* Designed and developed **Apex classes, Apex triggers, Visual Force Pages**, and Components as per requirements.
* Involved in development and testing of **Web Services** to integrate with external system.
* Written **SOQL, SOSL query language** necessary for the application in Apex classes and triggers.
* Involved in data migration from traditional apps to salesforce using **Data loader** utility.
* Worked on **Sales, Lead Management, Opportunity Management, Account Planning, and Contact Management**.
* Created Workflow rules and assigned related **Tasks, Email Alerts, Field updates** as per the business scenario.
* Developed Visual Force pages to include extra functionality and wrote **Apex classes** to provide functionality to the visual pages
* Configured user **Accounts, Roles, Profiles, and Sharing Settings** by implementing role hierarchies to provide shared access among various users.
* Created **Test Scenarios** on Sandbox environment, created packages and moved it between Sandboxes and Production environments.

**Environments:** Salesforce CRM, Force.com, Apex, Visualforce Pages, Components and Controllers, JavaScript, Eclipse, Data Loader, Import Wizard, Email Services, Sandbox data loading

**Nigeria Security and Civil Defense Corps Jan 2016 – Nov 2018**

**Role: Salesforce Administrator**

**Roles & Responsibilities**

* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of **Salesforce** and using other Platform based technologies like **Visualforce**, **Force.com and Web Services**.
* Worked on **Sales Cloud, Service Cloud and Apex Programming on Force.com Platform.**
* Actively involved with developers, involved in enhancement of business modules using **Standard** and **Custom Objects**, **Formula logic**, **Apex classes**, **Test Methods** and writing **SOSL** and **SOQL** queries.
* Designed and developed **Apex triggers**, **Apex** **classes**, **Custom Objects**, **custom layouts**, **workflows**, **approval processes**, **tasks**, **email alerts**, and **record types** in **Salesforce.com**.
* Involved in **Accounts & Opportunities** and the **Visualforce** **Controllers**. Actively participated in the design and development of **custom Visualforce search pages**.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user **Roles**, **Role hierarchies**, **Profiles** and **Sharing settings.**
* Worked in **Salesforce.com** **Customization**, Creation and maintenance of **Record Types**, **Page Layouts**, **Objects**, **Tabs**, and **Fields**.
* Created many **Email Templates** and **Mail Merge** **Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented the requirements on **Salesforce.com** platform and Force.com IDE Plug-in using **Eclipse**.
* Worked on **enhancements** to SFDC application required by business users from time to time.
* Worked on **Salesforce** implementations from inception to delivery.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visual force pages to develop custom business logic.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Created business processes, best practices, standards, templates and operating procedures to optimize IT project development.
* Worked on Salesforce.com customizations using **Apex** (**Classes, Triggers and Web Services**) and **Visual force** that consists of several new data integrations and customizations to be done as per business requirements.
* Developed **Visual force pages** for building public websites using **Force.com Sites** where the applications can be reached to new, external audiences.
* Built dynamic Visual Force Pages using advanced UI languages like **CSS and JavaScript** and used **Static Resources** when required.
* Experience in **generating PDF ‘s** with Salesforce data using Visual Force Pages, created and used **Email templates** in **HTML and Visual force**.
* Created **APEX Classes** and **Triggers** for implementing the Complex Business Logic that involves multiple objects and which cannot be performed using Workflow rules.
* Involved in Salesforce.com application declarative activities like creating **Users, Roles, Profiles, Public groups, Permission sets, Sharing rules, Field-level security and Page Layouts.**
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Created various Custom Objects, Custom Settings, Validation rules, Record types, Custom Tabs, Approval process and Workflow rules including Field updates and email alerts.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Involved in development and testing of **web services** to integrate with external system.
* Involved in development of Inbound and Outbound web services.
* Implemented **Sales cloud** like setting up Marketing Campaigns, Campaign Hierarchies, Web-to-Lead, Assignment rules and Auto-Response rules.
* Implemented Salesforce **Service cloud** like creating Queues, assigning Cases to Queues or Users and creating Case Escalation rules and writing Workflow rules for business support and technical support for its channel customers.
* Written apex **test classes** for unit testing and achieved at least 85% code coverage for migration.
* 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.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com using REST API.
* Experience in working with **AppExchange** applications like **ZUORA** for Billing system.
* Worked on JIRA for ticket management system using agile methodology on sprint basis and user stories.
* Deployed application components across various sandboxes and production orgs using **Force.com IDE, Change Sets.**

**Environment:** Salesforce.com, Apex Classes, Triggers, Controllers, Visual force, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Page layout, custom links, Roles, Data Loader, Data Migration, Reports, Dashboard, Window

Salesforce.com, Force.com Explorer, Apex Triggers, Visualforce Pages & Apex Controllers, Sales Cloud, Service Cloud, Cast Iron, Data Migration, Data Loader, Eclipse IDE, Custom Objects, Custom Tabs.