
SUMMARY

With 9+ years of experience in the IT industry, I am a certified Salesforce developer, Sr. Administrator & Sales/Service Cloud Consultant with a depth knowledge of Salesforce Architecture, Design, and Development along with experience in Salesforce configuration and customization.

I have an extensive software development experience in salesforce.com platform for various organizations in Sales cloud, Service Cloud, Community Cloud, CPQ involving both Classic and lightning experience.

Key Strengths

- Advanced **Apex Specialist**.
- Integration with third party systems (SOAP/REST/Platform Event)
- Working on Salesforce Customer 360 Audiences.
- Hands on experience in working on Salesforce **Platform Event**.
- Having Experience in Apex programming, **Visualforce**, Data loader, SFDC configuration.
- Experience in Apex Coding for Triggers, Validations, Workflows and Approval process.
- Good Experience in creating **Reports and Dashboards** of CRM applications.
- Extensively used Data Loader for Data migration activities.
- Good Knowledge on **SOQL and SOSL** query languages.
- Having good knowledge in Data Sharing/ Visibility/ Security.
- Worked on Documents, Email Alerts, Email Templates
- Interacting with the onshore team for requirements gathering, analysis, implementation and testing of the system.
- Hands on experience in requirements gathering, Preparing functional specifications and technical design documents.

Certifications in Salesforce

- Completed **Salesforce Application Builder Certification** in 2016.
- Completed **Salesforce Platform Developer - 1 Certification** in 2017.
- Completed **Salesforce Certified Administrator Certification** in 2017.
- Completed **Salesforce Certified Service Cloud Consultant Certification** in 2018.
- Completed **Salesforce Certified Sales Cloud Consultant Certification** in 2018.
- Completed **Salesforce Advanced Administrator Certification** in 2019.

Tausif Hassan

Mobile: +91 9681026583
E-Mail: Tausif.nit.it@gmail.com

ACADEMIC QUALIFICATION

Degree	University	Percentage Secured	Year of Passing
B. Tech	West Bengal University of Technology	71.80%	June 2011
Higher Secondary	West Bengal Council of Higher Secondary Education	61.7%	May 2006
Madhyamik	West Bengal Board of Secondary Education	60%	May 2004

TECHNICAL SKILLS

Programming Languages	Apex, JavaScript, Visualforce, Java
Salesforce CRM	Apex Classes, Triggers, Visualforce Pages, Work flows, Validation Rules, Reports, Dashboards, Test Classes.
Salesforce CRM Tools	VS Code, Data Loader, Force.com Builder, Work Bench

RELEVANT PROFESSIONAL EXPERIENCE

Organization: Accenture

Period: Jan 2018 – Till Date

Project Title	Boston Scientific
Customer	Boston
Duration	3 year
Role	<ul style="list-style-type: none">Designed and developed Visual Force pages based on the business requirements.Salesforce Customer 360 Audiences.Worked on Community cloud Educare platform.Developed Lightning Components.Worked on Platform Event Integration.Created Objects, Tabs, Layouts, Record Types, Roles, Profiles.Writing of apex classes, triggers, visual force pages as per the business requirement.Using Visual Studio Code for writing code.Worked Copado application for deploying metadata to sandbox and production.Writing Test Classes to verify the Code Error-free.
Tools/Technologies	Salesforce.com

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Organization: Cognizant Technology Solutions

Period: *Dec 2011 - Jan 2018*

Project Title	Global Sales
Customer	Etihad Airways
Duration	1 year
Role	<ul style="list-style-type: none">• Designed and developed Visual Force pages based on the business requirements.• Created Objects, Tabs, Layouts, Record Types, Roles, Profiles.• Writing of apex classes, triggers, visual force pages as per the business requirement.• Worked on migrating Meta data from one Sandbox to another sandbox.• Writing Test Classes to verify the Code Error-free.
Tools/Technologies	Salesforce.com

Organization: Cognizant Technology Solutions

Project Title	Global Loyalty Company (GLC)
Customer	Etihad Airways
Duration	3 years 6 months
Description	<p>Global Loyalty Company (GLC) was launched by Etihad in 2013 and offers an extensive range of exclusive benefits across its programs, including priority check-in, lounge access, priority boarding and bonus tier miles.</p> <p>The airline frequent flyer programs associated with Etihad GLC are:</p> <ul style="list-style-type: none">➤ Etihad Guest (used by Etihad Airways, Air Serbia, Air Seychelles and Etihad Regional)➤ Jet Privilege (Jet Airways)➤ MilleMiglia (Alitalia)➤ Topbonus (air berlin and NIKI).
Role	<ul style="list-style-type: none">• Understanding the client requirements and analysis.• Designed and developed Visual Force pages based on the business requirements.• Create custom user interface page by using visual force based on requirements.• Writing of apex classes, triggers, visual force pages, custom setting, custom label as per the business requirement.• Worked on migrating Meta data from one Sandbox to another sandbox.• Creating custom Page layouts and Record types.• Writing Test Classes to verify the Code Error-free.• creating Reports and Dashboards.

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Tools/Technologies	Salesforce.com

Organization: Cognizant Technology Solutions

Project Title	Lowe's AMS - T&M – Utility Tool Development
Customer	Lowe's, US
Duration	6 Months
Description	<p>Lowe's Companies, Inc. is an American company that operates a chain of retail home improvement and appliance stores in the United States, Canada, and Mexico.</p> <p>This was a development of a 'User Creation Tool' based on VB Script. This tool is used to automate the process of User Creation in Siebel Application. This automation tool ensures that there are no manual mistakes, no lag in processing etc.</p>
Role	<p>As an Application Developer for Lowe's - Utility Tool Development project my responsibilities included:</p> <ul style="list-style-type: none">• Integrated custom VB Tool with Siebel Application.• Utility Tool take cares of User Creation in Siebel, Creating Position, Creating Responsibility, providing CTI access and InQuira access.• User Creation tool take cares of User access modification after complex validation.• Prepare Technical Design documents, Code Review Report, Design Review Report and Unit Test Reports.• Coordinating with Oracle Support Representatives for Service Requests that were raised for achieving complex requirements.• System and Integration testing to ensure quality deliverables and quick bug fixes.
Tools/Technologies	Siebel 8.1 Tools Configuration, VB Script.

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Organization: Cognizant Technology Solutions

Project Title	Lowe's AMS - T&M - Application Support
Customer	Lowe's, US
Duration	1 year
Description	<p>Lowe's Companies, Inc. is an American company that operates a chain of retail home improvement and appliance stores in the United States, Canada, and Mexico.</p> <p>This is a support and maintenance project for 2 Lowe's applications – Call Center and Sales. Call Center application is being used by Customer Care representatives to raise Service Requests based on problems/queries raised by customers of the organization. Sales application is used by Sales Representatives within the organization to record call activities against Professionals and Accounts, dropping samples of Lowe's products.</p>
Role	<p>As an Application Developer for Lowe's Application Support project my responsibilities included:</p> <ul style="list-style-type: none">• Identify Tickets raised by end users and work for the resolution.• Work on Ticket assigned and if identified as Technical issue then prepare RCA (Root cause analysis) document.• Use Siebel Tools to make necessary Configuration/Script changes in Business Components, Business Services, and Applets etc. for CR's and PBI for quarterly/Monthly release.• Prepare Technical Design documents, Code Review Report, Design Review Report and Unit Test Reports for CR's for quarterly release.• Coordinating with Oracle Support Representatives for Service Requests that were raised for achieving complex requirements.
Tools/Technologies	Siebel 8.1 Tools Configuration, SQL Developer, Unix

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PERSONAL DETAILS

Name	:	Tausif Hassan
Father's Name	:	Imam Hassan
Date of Birth	:	17-July -1988
Contact No.	:	9681026583
Marital Status	:	Married
Nationality	:	Indian
Passport No.	:	J8735665
PAN No.	:	ACTPH2074E
Languages known	:	English, Hindi, Bengali, Urdu