Shahid Malik Z

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Career Objectives:

To acquire a position in an organization where my Salesforce skill-set fulfills their requirements along with enhancing my leadership abilities and thus allowing me to show my potential and attaining mutual growth with the company.

Professional Summary/Technical Details:

- Total Work Experience of **4 years** and **9 months** in IT industry with **3 years** of relevant experience in **Salesforce** CRM.
- Currently working as Consultant with **HCL Tech,** Hyderabad from (September 2021 To till now)
- Worked as System Engineer with **Tata Consultancy Services (TCS)**, Hyderabad from (March 2018 to August 2021)
- Good Team Management Skills and Excellent Communication Skills.
- Experienced with **Agile / Scrum** and **Waterfall Development** methodologies.
- Good experience on **Salesforce full cycle project implementations.**
- Having Knowledge in **LWC** and salesforce lightening.
- Hands on experience in Customization with **Apex Trigger, Batch apex, Scheduled apex** and **SOQL.**
- Extensive exposure of using Configuration features like **Lightening Flows** and **Process Builder** for satisfying complex business process automations.
- Got good hands-on exposure with Open AI tool **ChatGPT.**

Certifications

- Salesforce Certified **-- Salesforce Platform Developer II**
- Salesforce Certified **-- Salesforce Platform Developer 1**
- Salesforce Certified **-- Salesforce Certified Admin**
- Copado Certified **-- Copado Certified Admin**

Technical Skills:

- **Enterprise Application** : Salesforce CRM
- **Programming skills** : Apex Programming, LWC
- **Database** : SQL

Award/Recognition:

- Received **On the Spot (Team) Award** in TCS for solving critical production defects.
- Received **Certificate Of Appreciation** from TCS regarding on time delivery.
- Got multiple Appreciations emails from HCL for excellent performance.

Project Details:

Project 1   :   Lloyd's Register
Role   :   Salesforce Developer
Team Size   :   10 members (6 Offshore & 4 Onshore)

Description: Lloyd's Register is UK based client mainly works on submarine safety in defined operating conditions. Salesforce Case Management allows us to record, track and solve customer issues by sales, service and support. It includes the ability to create cases either from an email (email to case), from a web form (web to case), or manually. Cases can be managed in queues and assignment rules and escalation rules can be defined.

Roles and Responsibility

- Created member card 360 –degree view that help to connect and engage every with each customer and business user.
- Extensive exposure of using Configuration features like Lightening Flows for satisfying complex business process automations.
- Got hands on exposure with Artificial Intelligence tool CHATGPT for quick resolutions.
- Worked on Triggers and written Test classes for code coverage.
- Developed LWC components for search functionality, currently learning is in progress
- Deployed the code changes by using Copado and Change sets.

Project Details:

Project 2   :   Novo Nordisk
Role   :   Jr Developer & Salesforce Admin
Team Size   :   8 members (6 Offshore & 2 Onshore)

Description   :   Novo Nordisk is an European pharmaceutical company, which sells there products with the help of OCE application by using the cloud component of a managed package developed by IQVIA designed to improve the performance and productivity of sales representatives. It mainly works on territory management and user management and describes system configuration options and procedures for administrators of the application.

Roles and Responsibility

- Created custom objects and defined lookup and master-detail relationships on the objects to establish many-to-many relationship among objects.
- Worked on standard and custom objects, setting up profiles, permissions sets, Roles, Sharing Rules.
- Hands-on experience with configuration tools like Lightning Flows and Process Builder.
- Worked on salesforce inspector, Data Loader and SOQL to perform data management operations and post deployment steps.
- Implemented modifications in existing applications to meet changing business requirements.
- Handling and resolving the production issues on time.
- Responsible for taking technical and functional sessions for the new joiners.

Project Details:

Project 3 : BSNL
Role : Production Support & Tester
Team Size : 8 members (5 Offshore & 3 Client Location)

Description : BSNL is the fourth largest ISP in India, with having presence throughout the country. It also has the largest fibre-based telecom network in the country. It provides both pre-paid and post-paid mobile services.

Roles and Responsibility

- By using Oracle Fusion Middle-ware BPEL tool, data mapped from source fields to destination database fields as per the requirement.
- Deployed the code changes from lower environment to higher production org by using ANT command.
- Supported testing team on various business scenarios to meet the exact outcome.
- Participated in project documentation by connecting with various team members.

Academic Credentials:

B.TECH (Electrical and Electronics)	S.K University, Anantapur	2013 - 2017	**72%**
Board of Intermediate education (12th)	Sri Chaitanya Jr college, Anantapur	2011 - 2013	**93.2%**
Board of Secondary education (10th)	Sri Krishna School, Anantapur	2011	**82%**

Personal Profile:

Hobbies & Interest:
- Indian Stock market Trader and Investor
- Singing and Listening to Sufi songs.
- Playing chess

Strengths:
- Self-motivated, Hardworking and punctual.
- Adaptable person
- Quick learner

Declaration

I hereby declare that the details provided are correct and I take full responsibility for those furnished above.

(Name : Shahid Malik Z)