**NASIR KHAN**

**Salesforce Developer**

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***PROFESSIONAL SUMMARY***

* Experienced Certified Salesforce professional with **8 +** years hands-on experience in Salesforce.com CRM and Force.com platform as Salesforce Developer and Admin and Business Analyst
* Has comprehensive understanding of CRM Business processes and involved in various SFDC implementations covering Sales Cloud, Service Cloud, Call center and App-exchange applications.
* Well acquainted with all phases of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
* Complete understanding of the Salesforce.com CRM business process and its phases for translation of business requirements into systems design.
* Experience in implementing Apex Classes, Triggers, Batch Apex, Test Classes, Visualforce pages, Web Service APIs, Lightning Components Bundle etc. to achieve complex business functionalities.
* Experience in Salesforce.com Configuration in creating the Custom Objects, Custom fields, buttons, links, Record types, Page layouts, User Profiles, Permission sets, Roles, Custom Labels, Custom Settings, Static resources, Assignment and Validating Rules.
* Experience in creating Workflow Rules, Approval Processes to automate business process.
* Expertise in using tools like Apex Data Loader, Work Bench in migrating of data.
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, and Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Solid Experience in Building Salesforce Lightning Components from scratch. Created Aura based Components, Attributes, and Controllers the custom created components can be accessed through Lightning App builder.
* Experience in creating modern Enterprise Lightning Apps utilizing Lightning Design System, Lightning App Builder and Lightning Component features
* Experience in Salesforce Lightning framework and components.
* Good Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Experience in wide range of languages and technologies such as HTML, CSS.
* Worked on Eclipse IDE with Force.com Plug-in for writing Business logic in Apex programming language.
* Extensive Experience in deploying code from sandbox to production using deployment tools ANT, GIT, Jenkin’s and Change Sets.
* Experience in SSO (single sign on).
* Used Force.com REST API Web services and SOAP Methodologies to interact with third party applications like Managed packages, Smart correspondence, Mule soft, IVR.
* Strong Database (RDBMS) development experience in writing queries, functions, stored procedures, triggers, and views in Oracle, SQL, PL/SQL and MS Access.
* Capability of learning new technologies and implementing them in the project successfully.
* Team player with good Interpersonal skills, strong understanding of fundamental business process, excellent communication and problem-solving skills.

**Certifications:**

*Salesforce Platform Developer Certified*

*Salesforce Administrator Certified*

***TECHNICAL SKILLS***

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| --- | --- |
| **Salesforce Technologies:** | Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, Aura components, JavaScript, Communities, Analytic Snapshots, Case Management, Automation, Workflow & Approval processes, Dashboards, Analytic Snapshots, Custom Objects, SOQL, SOSL. |
| **ETL/Integration Tools:** | Force.com Data Loader, Connect for Outlook, Force.com Explorer and Force.com Workbench |
| **Programming & Data Analysis:** | Java, C, C++, HTML, CSS, XML, JavaScript |
| **Databases:** | Microsoft SQL Server 2000/2005/ 2008, MS Access, Oracle 8i/ 9i/ 10g/ 11g and DB2 |
| **Web Services:** | SOAP, REST |
| **Operating Systems:** | Windows NT/2000/XP/Vista/7, Windows Server 2000/2003/2008, Linux, Unix. |

***PROFESSIONAL EXPERIENCE***

## ***Optum, Minneapolis, MN Nov 2021 to Present***

## ***Sr. Salesforce Developer***

***Responsibilities:***

* Customized application to extend Salesforce functionality and wrote Apex Classes to provide Worked with the user group for requirement gathering throughout the planning and implementation, analyzing the information, documenting the functional and non-functional requirements.
* Involved in analyzing business needs and gathering requirements.
* Created new User Accounts and assigned Profiles as per their Role Hierarchy.
* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Maintained release notes and release plan for every release. Effectively communicated with client, team in Knowledge Transfer sessions.
* Good Experience on Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Developed various lightning components that integrate to form a single point of interactive payment calculator to generate a payment plan.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Tested the Lightning components.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Used Lightning framework to integrate with legacy systems like SAP, Microsoft and oracle.
* Involved in migrating from salesforce classic to Lightning.
* Experienced Salesforce developer in Developing Apex Classes, Triggers and Visual force Pages, Lightning Component bundles.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Hands in experience on modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Worked on writing Apex Triggers Apex Classes, Batch Apex and Scheduled Apex. Worked on Salesforce Lightning Components for building customized components replacing the existing ones.

**Environment:** Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.

***Verizon, Tx Jan 2020 – Oct 2021***

## ***Sr. Salesforce Developer***

***Responsibilities:***

* Worked with the user group for gathering requirements throughout the planning and implementation
* Involved in all phases of project like gathering and analyzing the information, documenting the functional and nonfunctional requirements.
* Worked on various sales force objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Developed various custom objects, Tabs, components, visual force pages and controllers.
* Developed various Apex classes, Controller classes and apex triggers for various functional needs in the application.
* Created and used email templates in HTML and visual force.
* Developed various validation rules using formula editor and JavaScript to validate the data.
* Developed and configured various custom reports and report folders for different user profiles.
* Developed and deployed Workflows and approval process wherever necessary.
* Developed time dependent workflows as per the requirement.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created profiles and implemented object level, field level and record level security.
* Integrated web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Salesforce.com platform, Apex Language, Visual Force Pages, Components and Controllers, Data Loader, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Security Controls, HTML, JavaScript, Eclipse IDE Plug-in.

***Honeywell, NJ Mar 2017- Dec 2019***

***Salesforce Developer***

***Responsibilities:***

* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of Confidential (SFDC).
* Used Force.com developer toolkit Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Customized application to extend Salesforce functionality and wrote Apex Classes to provide functionality to the Visualforce pages.
* Implemented Security Settings and configured profiles and permission sets.
* Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolutions.
* Created and used Email templates in HTML and Visualforce.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked on Batch Apex and Schedule Apex for birthday notifications and other scenarios.
* Worked on the security level setting in the company for all the levels.
* Used Salesforce Automation Process, created workflow rules and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.
* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Worked as enhancement developer and team member, performed the roles of Confidential Developer in the organization.
* Responsible for setting up web service integrations.

**Environment:** Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.

***Cummins, Columbus, IN Jun 2016 – Feb 2017***

## ***Salesforce Admin/Developer***

***Responsibilities:***

* Responsible for Business Analysis & Requirement understanding, development and data modeling.
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business.
* Assisted in designing and creation of training material and conducted internal training sessions for business
* users on Salesforce technology functionalities.
* Created the Dashboards, Reporting Tabs and Pages based on the available data.
* Worked towards preparation of requirements management plan, business and functional requirement documents.
* Performed the testing operations on the Visualforce pages, Custom Objects and Reports. responsible for
* creating the Test Methods to provide maximum coverage to the triggers and other Controller classes.
* Post-Implementation Support & Maintenance engagements for strategic customers.
* Strong functional & analytical skills in understanding the Business Processes & CRM objectives and recommending the "right-fit" solution.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular
* basis for the sales performance and lead generation statistics.
* Developed and deployed workflows and validation rules wherever necessary.
* Configured and customized Salesforce1 application for mobile technicians.
* Served as liaison between customers and team developers to overcome applications issues and maintain established business relationships.
* Developed Custom Objects, Custom Reports for the sales performance and lead generation statistics.
* Define and implement improvements to business process and ad-hoc projects in the face of ever-changing marketplace and consumers.
* Strong experience in writing/manipulating salesforce.com platform data using SOQL, SOSL queries and worked
* with large data volume manipulations.
* Conduct meetings and facilitate collaborative discussions for requirement changes and new functionality needs.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Performed data cleanup and/or data migration to/from salesforce.com.

**Environment**: APEX Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Visual Force, SOSL and SOQL, REST API, SOAP API, S-control, HTML, Data Loader, JavaScript, Eclipse IDE

***Bank of The West, CA Feb 2014 – May 2016***

## ***Salesforce Business Analyst***

### ***Responsibilities:***

* Gathered detailed business requirements from clients, estimating the number of hours required for the development work
* Designed, developed, and deployed multiple projects using Apex Classes, Controller Classes, and Extensions for various functional needs in the application using the Eclipse IDE
* Created workflow rules and defined related tasks, time triggered tasks, and email alerts
* Migrated Chatter capability to new Salesforce1 platform for over 8,000 users
* Integrated Salesforce with external master detail using REST and SOAP API
* Created new sandbox and update edit with Production as needed
* Configured Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes
* Worked on Salesforce communities which replace Salesforce customer and partner portals.
* Used SOQL & SOSL within Governor Limits for data manipulation needs of the application
* Created page layouts and search layouts to organize fields, custom links, related lists, and other Components on a record
* Modified existing Salesforce standard objects like Accounts, Contacts, Opportunities, Products, Price Books, and Opportunity Line Items etc.
* Worked on cleansing, merging, and analyzing data while migrating from MS Dynamics to Salesforce
* Deployed Custom Tabs, Validation rules, Approval processes and Auto-response for automating business logic
* Consolidated all existing Workflow rules in the new Lightning Process builder flows and created one process builder for each object and managed all actions in the single flow.