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Admin cert num: 21807959

Dev cert num: 21662441

certification link : <https://trailhead.salesforce.com/users/profiles/knwosu1>

Professional Summary:

- **Over 9 years of experience in IT industry, including 5 years of experience in Salesforce.com CRM platform.**
- **Worked on various Lightning Aura Component and Lightning Web Component related project responsibilities.**
- **Strong exposure to Lightning Aura and LWC programming.**
- **Worked on Classic to lightning migration process.**
- Experience in **Development, Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
- Proficient Knowledge in **Salesforce Lightning UI, Lightning programming, Aura framework programming**
- Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features.**
- **Strong exposure to Lightning Web Component solutions.**
- Worked extensively on **Lightning component building**, worked on many components to convert existing classic programming work like Visualforce into **Lightning components.**
- Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as expected by business requirements.
- Primary level experience in working on web services and giving solutions by **SOAP and REST integrations.**
- Proficient knowledge of **Governor limits.** Experience in optimization of existing code in accordance to the governor limits.
- Participated in all stages of **Software Development Life Cycle (SDLC)**
i.e. System Analysis, Design, Development and Testing Expertise.
- Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com Sites.**
- Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects.**
- Developed **Apex classes** using other platform based technologies like **Visualforce, Force.com IDE.**
- Experience in creating various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics)** and **Report Folders.**
- Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
- Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.

- Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
- Experience in using Git (devOps) software in visual studio to track changes in source code, increase teams productivity by encouraging collaboration, enforcing policies, automating processes, and improving visibility and traceability of work.
- Experience in using Ant design, ready solution for admin interface, documentation, and implementation.
- Implement case management features, display service level actions, configure case routing from email, case management tools, case email.
- Incident case management to proactively identify and address incidents, provide agents and response teams a centralized place to track and manage the incident.

Summary of skills:

SFDC Technologies	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE
Languages	APEX, Visualforce, Javascript, LWC, Java.
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production), JIRA
Operating systems	Windows 98/NT/XP/Vista/7/8, Windows CE, Linux.

PROFESSIONAL EXPERIENCE:

Catalyst Corporate Mar 2022 to current

Senior Programmer analyst

- **Roles and Responsibilities:**
- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analysed the business process of client and then involved in creating the application and data model required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.
- Implement case management features, display service level actions, configure case routing from email, case management tools, case email.
- Incident case management to proactively identify and address incidents, provide agents and response teams a centralized place to track and manage the incident.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts,

cases and solutions.

7-Eleven Corp Nov2020 to Feb 2022

Developer/Consultant

Roles and Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Involved in end-to-end testing and gathering feedback from business users.
- Product Development life cycle (agile methodology).

Company : Intelogik

DEVELOPER

Client : BCBS , intercontinental bank plc .

Work duration: January 2015-Nov 2020

About Client: BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.

We are working on classic to Lightning migration phase now.

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- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analysed the business process of client and then involved in creating the application and data model required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.

- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and Assist users with report design and management.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
- Responsible for setting up Field Level Security.
- Developed custom Workflows and Assignment Rules for case escalation.
- Implemented Field Level security for sensitive data holder fields.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
- Created and used Email templates in HTML and Visualforce.
- Involved in end-to-end testing and gathering feedback from business users
- Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.
- Implement case management features, display service level actions, configure case routing from email, case management tools, case email.
- Incident case management to proactively identify and address incidents, provide agents and response teams a centralized place to track and manage the incident.

PROFESSIONAL QUALIFICATION

**Bachelors of Science in Electrical Engineering
University of Texas at Arlington 2009.**