****Mohammed Mohi Uddin

mohiuddin0314@gmail.com

929-256-5590

**PROFESSIONAL SUMMARY:**

* Around 8+ years of experience in IT with more than 1+ years of experience in JAVA and more than 7+ years of Salesforce experience as an Administrator and Developer on integrating enterprise applications using Force.com, Visualforce.
* experience with salesforce.com CRM platform, Steel Brick CPQ, Salesforce Marketing cloud & Communities with Exact target and Journey builder, Salesforce FSL and Lightning Web Components Experience.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
* Experience in development, configuration, Implementation, and Support of sales force CRM, and Sales Force applications based on Apex Language and leveraging Force.com Platform world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
* Experience working with salesforce1 mobile application development and customizations.
* Worked in testing of data from Oracle to Salesforce.com and Participated in backend testing of database by writing SQL queries to test the data integrity of the application.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, and Apex classes
* Experience in Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Integration, REST, SOAP based Web Services, Force.com API, SOQL and SOSL, Salesforce App Exchange and JAVA and C# on demand.
* Experience in working with Force.com Standard Objects Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.
* Experience in Standard and Custom Controllers in Visual Force for development of custom visual force pages and components as required by business requirements.
* Used different data tools - Apex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* Experience with Marketo, Salesforce CPQ (Apttus), SFDC Communities, Demand Tool, Discover Org.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Experience in migrating data from various systems into Salesforce CRM using Data ETL tools - Informatica on Demand, Cast Iron, and Data Loader.
* Worked with business process owners to understand their requirements for Salesforce Marketing Cloud application.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center.
* Developed responsive Visualforce pages by using native components and HTML5 tags in the Visualforce pages. Written Visualforce pages to have look and feel same as Lightning.
* Experience in using the Workbench tool for SOQL queries, SOSL and the REST Explorer.
* Experience in using the Force.com Explorer to browse data model schema, custom objects, fields, build and test SOQL queries.
* Experience in handling migration projects and possess sound knowledge in database management and backend programs (stored procedures, triggers, functions etc.).
* Worked on multiple Number of lightning Web Components and allowed the LWC to manipulate the DOM instead of JavaScript.
* Worked on consolidation of 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.
* Worked in all stages of Software Development Life Cycle (SDLC).
* Interacted with Customers for requirements elicitation and created BRD for Salesforce.com implementations.
* Proficiency in in developing Web based applications using C++, C#, Java, Java Script, .NET, XML, HTML, Microsoft Visual Studio, IIS Web Server, PHP, UNIX and PERL.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce.Com Technologies** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, AJAX Workflow & Approvals, Dashboards, Reports, Custom Objects, Validation Rules, Lightning Web Component, Visual force (Pages, Components and Controllers), Import Wizard and Data Loader |
| **ETL/Integration Tools** | Force.com Data Loader, Force.com IDE Plug-in, Talend 5.4.1, Talend MDM, Community Cloud. |
| **Web Technologies/ Tools** | HTML, CSS, JavaScript, WSDL, Adobe Photoshop, AJAX, Dream weaver, XML, Visual Studio, MS Project, MS Visio, Rational Rose, SharePoint. |
| **Languages** | Apex, C, C++, Java, PL/SQL, VB, UML |
| **Cloud Technology** | Force.com, Sales Cloud, Service Cloud, Community Cloud, Lightning Aura Component, Lightning Web Component, commerce cloud.  |
| **Database** | Oracle, MS SQL Server, MySQL, MS Access  |
| **Operating Systems** | Windows Variants, UNIX, LINUX |

**CERTIFICATION:**

* Salesforce Admin (201).
* Salesforce Platform Developer 1.

**EDUCATION:**

* Jawaharlal Nehru Technological University, India 2013

**PROFESSIONAL EXPERIENCE:**

**Sentara Healthcare, Norfolk, Virginia Dec 2020 to Present**

**Sr. Salesforce Developer**

**Responsibilities:**

* Interacted with business Users to understand the requirement and implemented with best solution possible.
* Created custom coded Reports and Dashboards to better understand the sales funnel.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Worked on wealth management and portfolio Management and wealth management In Financial service cloud
* (FSC).
* Excellent understanding of sales operation of B2B and B2C model.
* Strong Experience in Salesforce Lightning components design & designing compact layouts using Apex triggers,
* Page layouts, Visual force pages, workflows for Mobile platform.
* Experience with Sales Cloud, Service Cloud. Marketing Cloud and Lightning Web Components, a plus. Experience with Salesforce DX, a plus.
* Experienced working with commerce application.
* Worked with assistive technology, such as speech recognition software and screen readers.
* Worked our goal of universal design, Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA to the extent possible.
* Salesforce is also aware of the newer WCAG 2.1 Level AA standards, as well as the EU Accessibility Directives.
* Eye towards meeting the requirements set forth in WCAG 2.1 Level AA.
* Integration of various channels and Master Agent Distributors and partner’s
* Experience with eco-system solutions (CloudCraze, DemandWare, Steelbrick, Coveo, others), a plus
* Experience working with eCommerce enterprise applications and/or CMS, ERP, CPQ, Portals, SSO, a plus.
* Created Consumer and Partner portals using communities and configuring it for enhanced business perspectives and worked with trigger and Trigger handler frameworks.
* 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.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Built Apex Classes implementing SOSL & SOQL statements within Eclipse to manage interaction with the database.
* SAML to grant user access to training, cases, communities and opportunities.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Created Custom objects, custom fields, Picklist, role based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of VisualforcePages, Snapshots, Dashboards, and Email generation according to application requirements.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Developed lightning web components and Aura Components Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Worked on the different requirements from user on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Display image text alternatives to access information provided by important images.
* Override our CSS for these classes: assistive Text, Zen-assistive Text. Then set your browser settings according to your preferences
* Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements. Hands on experience on using languages like HTML, DHTML, HTML5 in attaching page content like data, images and videos.
* Developed the UI component architecture and API for application integration framework using Angular.JS.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Created custom objects and custom fields in Lightning experience.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Maintenance of installed Managed Packages in Lightning using Apex.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages.
* Worked extensively on managing Products, Price Lists, and Categories, Price rules, Constraint rules and defining Product Visibility for Apttus CPQ package.
* SAML to grant user access to training, cases, communities and opportunities.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Managing the end-to-end technical delivery for multiple Salesforce, Veeva, and Siebel and custom applications
* Worked on Veeva including System Configuration, to make business processes social, to collaborate in real-time from anywhere, with Chatter.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment:** Lightning, Apex Language, VisualForce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Allstate, Phoenix AZ Dec 2019 to Nov 2020**

**Sr Salesforce Lightning Developer**

**Responsibilities:**

* Requirements gathering and doing configuration and customization according to business requirement
* I was involved in estimation and analysis for migration from classic to lightning.
* Created custom objects and custom fields in Lightning experience
* Involved in creating a component for custom buttons which are not supported in lightning.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* I was involved in developing Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce Support, communities and Chatter groups.
* Worked on preparing Technical Design Document.
* Written Apex Triggers on Account, contact and opportunity to automate business process.
* Written Apex Classes, Batch Classes and Schedule class according to the business requirement.
* Developed wave dashboards using Salesforce platform as the backend.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user Interface.
* Professional on base Lightning components are available as Aura components and as Lightning web components.
* Worked on multiple Number of lightning Web Components and allowed the LWC to manipulate the DOM instead of JavaScript.
* Writing relationship SOQl queries according to the business requirement.
* Developed Visualforce pages using standard controller, Custom controller and extension controller.
* Worked on Soap API and Rest API to design and support web services platform.
* Experience with implementing Salesforce Field Service Lightning (FSL) product, FSL Mobile, or a like Field Service product.
* Implemented Data Loader to load data from Marketing Cloud to Service Cloud
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Developed the batch process to load data from external system to Salesforce.
* Sent an Email Notification to the Partner through Process builder once after approving the access to purchasing records.
* Used Service Max App exchange field service Lightning (FSL) for efficiently managing the customer contracts.
* Worked on agile Process.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals
* Worked on visual force pages and its attributes.
* Migrating to SFDX development and converting existing Lightning components to Lightning web components
* Worked on Process builder for automating the actions such as creating and updating the custom object records.
* Extensively Implemented Agile Methodologies, i.e., Test Driven Development (TDD) with Continuous Builds and controlling iterative and incremental projects.
* Writing Experience in Implementation, and Support of Salesforce CRM, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform.
* Worked on Visual flow for achieving the user triggered actions for displaying customer information on the screens.
* Worked on Process builder for automating the actions such as creating and updating the custom object records.
* Worked on Batch classes and wrapper classes to improve the work efficiency.
* Wrote SOQL and SOSL queries within custom controllers, extensions and triggers.
* Worked on External enterprise applications with Salesforce using Metadata API.
* Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for your organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on Sales cloud in opportunity management, account management.
* Involved in Salesforce.com Application support activities and customizing the apps to match the functional needs of the organization.
* Performed other administrative tasks such as managing Accounts, Contacts and Cases, setting workflows and approval process for approving new accounts and other business process.
* Provided Case Management by Configuring Email-to-Case for end user to submit a case through Outlook.

**Environment:** Exact Target/ Marketing Cloud, Community Cloud, Apex, Visual force, Lightning Web Components, Apex triggers, Lightning, Visual force, Pages, Batch Apex, Schedule Apex, SOAP, REST, Workflows and Approvals, , HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, DTS, BCP, SQL Profiler, SQL, MS Project, Apttus CPQ, Ant script.

**Sprint Corporation, Overland Park, Kansas Oct 2017 to Nov 2019**

**Sr Salesforce Developer**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Integrated Apex with External services by making callouts that used SOAP API and WSDL.
* Customized the dashboards to monitor lead activities based on sales geography.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Written SOQL queries against force.com API.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Validating the Field Service Lightning (FSL) functionalities using ServiceMax.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experienced with Oracle CPQ (Configure-Price-Quote), for creating Quote proposals.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Setup and Implemented Salesforce marketing cloud 2.0 org.
* Developed different Visual force Pages to suit to the needs of the application using different Visual force components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and migrating components or applications within the organization.
* Integrated the Web services for extracting the data from external systems to display in the pages of Salesforce.
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and s-controls, created rule based automated workflows.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community.
* Technical Knowledge in Lightning Experience and Lightning App Builder.
* Expertise on Testing REST API using Robot Framework and SOAP UI
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.
* Developed various Custom Reports and deployed them for different business user levels.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Generated different reports like standard, summary and matrix for quarterly and half yearly sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.

**Environment:** Saleforce.com platform, Community cloud, Apex Language, Visual force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Sales cloud, REST API, Informatica, CPQ, Apex Triggers, Reports, Custom Objects, SOAP API, Custom Tabs, Email Services, Security Controls, HTML, JavaScript, Web services, WSDL, SFDC Sandbox, Eclipse IDE Plug-in, Oracle 10g, Windows XP.

**Texas Medicaid & HealthCare Partnership (THMP), Austin TX Aug 2015 to Sep 2017**

**Salesforce Admin/Developer**

**Responsibilities:**

* Creating application to maintain the details of the product from demand phase to production phase.
* Coordinated business process review meetings with multiple teams to establish standard workflow processes.
* Experience on Salesforce modules objects like Campaigns Management, Leads and Opportunities.
* Designed, Implemented and developed the Custom Objects, Page Layouts, Custom Tabs, and Components to suit to the needs of the application.
* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Worked on backend testing of database by writing SQL queries to test the data integrity of the applications.
* Worked in designing and developing applications using force.com APIs along with rapid prototyping
* Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Defined Lookup and Master-Detail relationships on the standard and custom objects.
* Created Roll-up Summary fields to aggregate data from child records on the parent.
* Used Field-level Security to ensure that protected data Security is only shared with authorized persons.
* Implemented SFDC web-to-lead functionality into the corporate site to make lead management simple and efficient.
* Created Visualforce Pages to provide UI to the custom objects.
* Developed and maintained SFDC analytical reports and dashboards for management review and planning for accurate forecasting purposes.
* Wrote custom controllers implementing complex code for retrieval from Sales Force to Visualforce pages.
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
* Created Visualforce pages to provide customer status to sales team and executive team based on different geographical location filters.
* Developed triggers to meet the complex business rules on custom objects by following Apex Best Practices.
* Wrote test methods and test cases with code coverage of more than 75%.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Created auto assignment rules using the workflow process to route tasks.
* Handled administration, maintenance and support of Salesforce modules for 50 users.
* Designed and Developed page layouts according to the user requirements.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions.
* Knowledge of Product Configuration & Rules, Commerce Process, Document Engine and Pricing functionality of Oracle Big Machines CPQ Cloud.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Force.com IDE, change sets, sandbox, windows.

**Yes Bank India Jun 2014 – June 2015
Java Developer
Responsibilities:**

* Involved in designing the system based on UML concepts which include class diagrams, data flow diagrams, state diagrams using Rational Rose Enterprise Edition, sequence diagrams.
* Involved if design, implementation, testing, deploying and enhancement of the application.
* Stored procedures and developed data model.
* Using JSP and HTML designed and developed web pages along with JavaScript for client-side validation.
* To process update information developed servlets.
* Involved in maintenance and production support of the application documented design and functional aspects of the application.
* For communication with database used JDBC.
* Based on MVC architecture standards involved in design and development of the application in n-tier fashion and utilized struts frame work.

**Environment:** Java, Java Beans, Servlets, JSP, MVC, JMS, EJB2.0, Weblogic8.1, ORACLE8i, JavaScript, XML, HTML, DHTML, Windows XP.