SALEHA BANO

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**Salesforce Developer**

I have 4.3 years of total IT experience and 2 years of experience in **Salesforce development and administration**. Expertise in writing code for business application following agile methodology and proficient in programming language such as **Visualforce pages, Apex, Triggers, SQL, Python and PL/SQL and configuring database**, possessing a proven track record in establishing processes & methodology standards for all phases of an Enterprise Data Warehouse. Expertise in **Manual Testing**. I have also experience in **Microsoft Project Professional 2013**.

**KEY SKILLS**

* Hands-on experience in Salesforce CRM, Visualforce pages, Apex and triggers and email templates, Python, Java concepts.
* Experience in Creating Trigger, Roles, Profiles, Workflow Alerts & Actions and Approval Workflow.
* Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
* Hands-on experience with databases including MYSQL and MongoDB.
* Manual testing on each Large Release CR.
* Ability to perform at a high level, meet deadlines with quality delivery, adaptable to ever changing priorities.
* Excellent team player with good analytical, strategic planning and interpersonal and communication skills.
* Highly motivated, enthusiastic and self-starter.

**TECHNICAL SKILLS**

* Languages: Apex, Visualforce Pages, Core Java, Python, HTML, SQL, PL/SQL
* CRM Application: Salesforce CRM
* Operating Systems: Windows, Linux
* Software / Applications: MS Word, MS Excel, Outlook, PowerPoint, Microsoft Project Professional 2013.
* Database: SQL Server 2008/2005/2000, Oracle 11g, MongoDB
* Django and Restful Services
* Web/Apps Servers: IBM Web Sphere 4x, Tomcat
* Tools: TOAD, Eclipse, Informatica PowerCenter 9.6.1

**PROFESSIONAL EXPERIENCE**

**Company:** AtoS GITSS Pvt. Ltd. **Designation:** Associate Consultant **June 2015 – Present**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Collaborated with business users and product managers in the development of new business requirements and enhancement requests by accurately capturing all stakeholder positions and translating them into system specifications.
* Implemented Salesforce Development Cycle covering **Sales Cloud and Service Cloud.**
* Worked extensively on Salesforce.com standard objects like **Accounts (Person and Business), Contacts, Opportunities, and Cases.**
* On hand experience in **creating executive reports**for clear visibility of contacts and activities.
* Developed exception reports and applied logic to create different reports to capture all exceptions for management to deal with.
* Helped management with aging reports to make process run faster and understand time duration in different stages.
* Experience in **creating formula fields**as requested to achieve desired reposts for management.
* Interacted with various Business users to gather enhancement requirements and involved in scrum meetings.
* Analyze business requirements, procedures, and problems and then apply sound technological concepts and provide logical solutions to each (i.e. identify, recommend and resolve)
* Implemented lead and case management through web and email sources and setup auto- response rules upon submission.
* Involved in administering, configuring, maintaining Salesforce.com application user **profiles, roles, Permissions, generating security tokens, validation Rule, upgrade installation**.
* Set up **chatter**for faster communication between organization and maintained security of sharing documents or information.
* Created workflow rules and defined **related tasks, time triggered tasks, email alerts, field updates**to implement business logic.
* Defined **lookup and master-detail relationships**on the objects and created junction objects to establish connectivity among objects.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* 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.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, SFDC Admin/Developer

**Project Name: Sales-SSC\_Global\_Operations- Unify**

**Role:** Salesforce Developer

**Responsibilities:**

* Ensure reporting is created and structured to inform Management on the performance of their teams and the businesses.
* Created simple apex classes & triggers.
* Creating and modifying reports and dashboards.
* Putting together Salesforce objects, fields, workflows, validation rules and profiles.
* Handling specific Salesforce duties as assigned by senior managers.
* Work closely with sales management to inspect sales process quality and prioritize improvements.
* Develop customizations (new fields, new objects) to Salesforce.com that improve workflows and reporting.

**SFDC Administrator**

**Responsibilities**

* Performed the role of **SFDC Analyst and Administrator.**
* Provided user support and**bug fixing activities as per the SLA**.
* Implemented minor enhancements on standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports.**
* As **SFDC administrator** interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Designed various HTML Email templates for Auto-Response to customers.
* Developed a web-to-lead functionality to Citibank.com site which directs leads to Salesforce CRM.
* Wrote **Custom Formula fields and Validation rules**
* Wrote **Escalation rules** to escalate the cases.
* Developed **Workflow Rules and Approval Process** for some fields.
* Responsible for migrating existing data (Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com using data Loader.
* Created and deployed several reports for different **user profiles** based on the need in the organization.
* **Customized the Dashboards** to the track usage for productivity and performance of business centers and their sales teams.

**Environment:**Saleforce.com platform, Apex Language, Triggers, Visual force (pages, components and controllers), SOQL, Change Set, Data Loader, Force.com, Work Flows-approval, Custom objects, Custom tabs, Email service, Html, Web service, Sharing Rules.

**Project Name: Material Corrective Action Report (MCAR)**

**Role** : Admin & Developer.

**Client**  : Nokia Solutions and Networks

**Environment** : Sales Force.com

**Responsibilities:**

The MCAR Application is used when NSN users identify the defects in suppliers /manufacture products and inform to the External Suppliers (manufactures) for defects of that particular products. External Suppliers will provide the root causes for defects and corrective actions for those products to the NSN users. Material Corrective Action Report (MCAR) is used to log actions to supplier for resolution. This Application is purely a web-based application.

**Name: GIT-PARMA**

**Role:** System Analyst

**Responsibilities:**

* Supervised Release Management, code deployment.
* tested, integrated and deployed application new functionalities
* Designed functional analysis and test cases of large changes requests.
* Handling application raise incident and changes.
* Participated in large CRs Manual Testing deployed on every month.
* Worked on Microsoft Project Professional 2013 with SQL
* Ticketing tool used: SDM 17.1

**Data Sourcing & Analysis**

* Rendered data analysis and prepared technical documentation for raised large release CR.
* Resolved incident and changes raised by users.

**ACADEMIC DETAILS**

* **Bachelor of Engineering - Computer Science** Bhopal, IN | Jul'11 - June '15

 IES College of Technology, Bhopal

**CERTIFICATIONS**

* Informatica Training & Certification | Edureka
* Java Certification - 1Z0-803 JAVA SE 7 PROGRAMMER I | Oracle.
* Oracle 11 g Certification - 1Z0-051 Oracle Database 11g : SQL Fundamental I | Oracle.

**PERSONAL PROFILE**

Father’s Name : Mr. Abdul Zaheer

Mother’s Name : Mrs. Zabun Nisha

Date of Birth : 14/07/1993

Languages Known : English and Hindi

Hobbies : reading novels and Poetry Writing

Permanent Address : New Colony Babu Line Parasia-480441Distt-Chhindwara, M.P, India.

**DECLARATION**

I hereby declare that the above written particulars are true to the best of my knowledge and brief.

Place: Pune (Saleha Bano)