**Mohammed Sharfuddin**

**Salesforce Developer**

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**Professional Summary**

* Around 7+ years of experience in the IT industry and around 5+ years of experience as a Salesforce developer/administrator/Configuration and force.com platform.
* Experience in Application Software Designing, Development, SalesForce Lightning Testing, Implementation, and JAVA. This involved hands-on design and development using Force.com Platform, Database Management Systems and J2EE technologies.
* Experience with SalesForce Customization, Security Access, creating profiles, roles, users, page layouts, email services. Knowledge of AWS and Azure administration.
* Software Development Tools, Methodologies & Environments: Rapid Application Design (RAD), Toad for Oracle SQL, PL/SQL, Stored Procedures, Serena Dimensions, GitHub, Business Objects, Captiva, Documentum, Docusign, Rightfax, Exstream, Jenkins, Vlocity, Salesforce.
* Experience with SalesForce Lighting in using JavaScript for Client-side controller and helper controller, CSS, JSON in Lightning Framework. Customizing Apttus CPQ for the Sales Operations.
* Hands on experience with solutions implementation, complex customizations, and configuring features available on Sales cloud, Service cloud, Commerce cloud & App - exchange applications.
* Expertise at developing applications using Content Management Systems(CMS),Service Now, OIM, Access and Identity management (IAM) SharePoint and information Security to support and in corporate complex requirements and Data Mapping and Data prioritization.
* Conducted Gap Analysis on Vlocity Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Knowledge of TIBCO Architecture and Common Exception & Logging Framework. Ability to administer and configure TIBCO products under various platforms.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Customized existing Visual-force to align with Salesforce new Lightning UI experience.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Understanding on how to create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Experienced in Veeva CRM and Veeva Vault Content Management applications. Experience in Veeva integration on Salesforce/Force.com Platform, building Veeva Vault work flows.
* Experience working across various SFDC implementations covering Sales Cloud, Service e Cloud, Call center, Chatter & App-exchange applications.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Proficient in using meta-data migration tools like Eclipse IDE and SalesForce Apex Data Loader with code analysis.
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies.
* Experience in development, administration, configuration, Implementation, and Support of sales force CRM, and SalesForce applications based on Apex Language and leveraging Force.com.
* Extensive experience using Sales force Administration (SFA), Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Work Flows, Approval Workflow, Reports/Graphs and Dashboards.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, and Apex classes.
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, SOAP, and IBM WebSphere.
* Experience working with JAVA, J2EE, JDBC, ODBC, Java Beans, EJB, Servlets, MS SQL Server.
* Experience in wide range of languages and technologies such JSP/JSF, AJAX, Spring MVC Framework, HTML5, CSS3, JavaScript, XML, and SOAP.
* Extensive experience with SQL, PL/SQL and database concepts.
* Worked on Vlocity, for 360-degree customer views, customer history feed, and complete policy information in simple, card-based formats, driving new business and renewals, and tracking producer credentials. Coordinated and transferred knowledge to the offshore team.

**Technical Skills:**

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| **Salesforce Technologies:** | Salesforce CRM, Lightning Experience, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, Visual force Pages/ Components, S-Controls, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects. |
| **Custom Integration:** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, App Exchange Package & Custom Application and Sandbox data loading. |
| **Eclipse, Force.com Eclipse IDE Plug:** | in, Migration tool, Web Services API, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production), and Sand box testing, App Exchange, Apptus, DocuSign. |
| **CRM Packages:** | Salesforce.com, Oracle CRM on Demand (Release 15, R16, R17, R18 and R19). |
| **Languages:** | Apex, Visualforce, Java, J2EE, JSP, SQL. |
| **Web Technologies:** | HTML, XML, CSS, Bootstrap, REST, SOAP. |
| **Packages:** | MS Office, MS Excel, MS Visio. |
| **ETL Tools:** | Informatica, Jitterbit, Data loader. |
| **Scripting Languages:** | Java Script, JQuery and JSON. |
| **Databases:** | MS SQL Server, My SQL, Oracle10g/9i, MS Access. |

**Education Details:** Bachelor’s in computer science from India in 2013.

**DTE Energy, Detroit, MI**

**Sr. Salesforce Developer/Administrator July 2019 – Till date**

**Responsibilities:**

* Gathered the requirements by coordinating with the functional leads, business analysts, developers and project managers and utilize the full functionality of the **Salesforce.com CRM solution.**
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Proactively **created Apex Triggers**and **Apex classes**and developed and managed complex workflows & approvals, validation rules, assignment rules and system triggers.
* **Developed Web Service** Callouts from Salesforce to External **Applications using SOAP** and **REST API.**
* Supports the implementation of customized SFDC solutions that include Field Service Lightning components.
* **Experience**in building reusable **UI components** and pages with **Lightning component framework.**
* Experience in modifying Visualforce pages to be supported in **Lightning Experience**and good understanding of **lightning mode**and its**features.**
* Responsible for setting up **web service integrations.**
* Triggered interface events by user interactions, which includes **Lightning Component framework**and also involved in **building Lightning Components** using the **aura framework.**
* Expertise in **aura framework, Lightning Components** and **Salesforce Lightning Design System (SLDS).**
* Created multiple Lightning Components, added CSS and Design Parameters that makes the **Lightning component** look and feel better.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration tools like Informatica, ETL Cloud Systems.
* Integration of Sales cloud with external information systems using SOAP API web services.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Configuring Email-to-Case customizing the service cloud for various business support groups.
* Created **Aura based Components,** Attributes, and Controllers which can be compatible to access through **Lightning App builder.**
* Developed **Apex Triggers, Apex Classes**and Test Methods using proper **controls & syntax**and also experience in writing**unit test cases.**
* Working with different aspects of **Web Services (XML, WSDL, SOAP, and REST) & web integration** with SDFC.
* Worked on**configuration**, security and security controls aspects of Salesforce.
* Created various custom **Reports and Dashboards** as per the customer requirements.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Involved in Salesforce Application Setup activities and **customized the apps** to match the functional needs of the organization.
* Experience with Commerce Cloud product services and improve Customer's impact.
* Integrated the **SOAP and Rest based Web Services** for extracting the data from external systems to display in the pages of salesforce.
* Experienced in Service Cloud, Sales cloud, Cloud craze, Chatter & App-exchange applications.
* Developed **UI using HTML5, JavaScript, Angular.js, and CSS3**
* Extensive experience in **lead case management (Web-to-Lead, Email-to-Case)**.
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Web Services, App Exchange deployment, Apex Classes and Apex Triggers.
* **Scheduling Apex** jobs for processing large records.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Developed various **Apex Classes, Triggers,**Controller classes and methods for functional needs in the application compatible with lightning.
* Used the **sandbox** for **testing**and migrated the code to the deployment instance after testing.

**Environment:**Salesforce.com platform,Salesforce.com CRM, Apex Language, **Lightning Components,** Aura framework Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers), Custom Integration SOAP and REST Integration,HTML5, JavaScript, Angular.js, and CSS3 and Informatica Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, AppExchange Package & Custom Application and Sandbox data loading.

**Truist Financial, Charlotte, NC**

**Salesforce Developer/Admin May 2018 – June 2019**

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**Responsibilities:**

* Interacted with various business team members to gather the requirements and provided technical inputs for the user stories.
* Designed and created Custom objects, Relationships (Lookup, Mater-Detail), Junction objects, Fields (Formula and Rollup summary), Custom tabs, custom apps, Validation rules, Record Types, Page layouts, Search Layouts, Compact Layouts, List views on various objects and Connected apps for Integration.
* Created HTML, Text based Email Templates and Folders for different business groups.
* Implemented Sales Cloud, Created Groups, and deal provisioning and marketing teams.
* Deployed the Sales Cloud with various custom-built Page layouts, Custom tabs, Custom Apps, suit to the needs of the application. Used Cloud Craze while building community portal for B2B.
* Built Workflow rules, Approval process and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Configured data sharing by setting up Organization-Wide Defaults (OWD), Owner-based &Criteria- based sharing rules on various objects.
* Written complex validation rules on standard and custom objects to perform based on record type, login user, and profile.
* Configured Salesforce Outlook connector for a couple of business users for synchronization of Salesforce Contacts, Activities from Salesforce to Outlook and vice-versa.
* Enabled Salesforce1 mobile for mobile applications and roll out two-factor authentication.
* Configured Single Sign-On for sandbox and production instances with Active Directory as IdP and created my domain.
* Worked on customization of Sales cloud objects Accounts, Contacts, Opportunities, Price books, Products and configured Account Teams for team selling.
* Configured Web-to-Lead, field mapping for conversion and created Lead assignment rules.
* Created and configured Escalation, Assignment rules, Web-to-Case, Email-to-Case on Case object.
* Worked on customization using Apex language to build Custom, Extension Controllers for user actions performed by users in the UI.
* Developed rich UI using Visual force page components, Bootstrap CSS and performed client-side validation using JQuery and JavaScript.
* Used Developer Console, Force.com Explorer, and Eclipse with Force.com Plug-ins for development and Data Loader, CLI for data migration.
* Developed various Custom Report types, Tabular, Summary and Joined reports, Dashboards and Analytic snapshot and created Report/Dashboard folders and provide access to a different user based on the Roles.
* Migrated bulk data from external data source to Salesforce using Data Loader bulk API.
* Created Custom Objects and defined lookup and master-detail relationships on the objects.
* Experience in developing and Deploying **Sales Cloud & Service Cloud**.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Experience in Configuration and code deployment across multiple Orgs.
* Experience in deployment and working on version control tools like GIT, GITHub, and Jenkins.

**Environment:**Saleforce.com platform, Sales Cloud, Marketing Cloud, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Github, Jenkins, Windows Vista.

**Molina Healthcare, Long Beach, CA**

**Salesforce Administrator/Developer Jan 2017- May 2018**

**Responsibilities:**

* Handled Account & Contact Management, Opportunity Management, Contract Management, Product Management, Price Books, Asset Management, Territory Management, Security, Roles & Hierarchy
* Implemented mass data loads and pre-deployment testing.
* Interacted with various business team members to gather requirements and documented the same
* Worked on **advanced workflow rules & Approval processes.**
* Assisted my project manager and performed a major role on the implementations on Salesforce.com.
* Worked on implementing new business logic **using Apex code (Classes, Triggers and Visualforce Pages).**
* Created **triggers**to enforce the constraints on the fields and to schedule tasks.
* Created **auto assignment rules**using the workflow process to route tasks.
* Created **Test Classes**in order to **check the validation of triggers and workflow rules.**
* Involved in **Data mapping specifications to create & execute detailed system test plans.** Data mapping specifies what data to be extracted from internal data warehouse, transformed and sent to an external entity
* **Standard and custom controllers**were used to handle queries.
* Customized **page & search layouts to organize fields, custom links, lists, & components**on record pages.
* Handled **administration, maintenance and support**of Salesforce modules for 60 users.
* Used the **Change Sets**to deploy code between the **Sandbox and Production**environments for final implementations and prepared Deployment documents.
* Used **Data loader**for updating data and to Upsert data relations between standard and custom objects.

**Environment:**Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Web Services, WSDL, SOAP, Sandbox, Eclipse IDE Plug-in, Windows XP.

**New York Life Insurance Company, NYC, NY**

**Salesforce Administrator Sep 2015 – Dec 2016**

**Responsibilities:**

* Interacted with various business user groups for gatheringtherequirements.
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Leads, Campaigns, Opportunities, Reports, Dashboards, Events** and **Tasks**.
* Created**Custom Objects**, **Custom tab**s,**validation rules, Email alrets, Workflows, Approval Processes** an**d Auto-Response**for automating business logic.
* Created **pick lists, dependent pick lists, lookups, master detail relationships, validation**and **formula fields** to the custom objects**.**
* Created various **Profiles**,**Roles**,**and Page Layouts** and configured the **Permissions** based on the Organization hierarchy requirements.
* Used **field level security**along with page layouts to manage access to certain fields.
* Created **case assignment** and **lead assignment** rules to assign the leads or cases to a specific user or queue.
* Integrated and worked with **Conga** Composer for generating documents and with **DocuSign** in editing docs to add tags, create packages and assigned to different profiles.
* Created public, private and unlisted Chatter Groups to collaborate with other team members while working in a team.
* Created many **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Worked in Single sign-on, SAML settings to enable the user to login to various applications simultaneously.
* Used **SOQL**&**SOSL** for data manipulation needs of the application using platform database objects.
* Created several Custom**Report types, Reports**&**Dashboards** to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Extracted and blended scientific and business data from multiple sources using SQL, created interactive data visualizations using **Tableau.**
* Provided the **training**to the internal business users to use the application and develop their own custom reports.

**Environment:** Saleforce.com platform, Workflow & Approvals, Reports, Dashboards, Tableau, Custom Objects, Custom Tabs, Email Services, Security Controls, SOQL, SOS.

**Sonata Software, India**

**Java Developer June 2013- Aug 2015**

**Responsibilities:**

* Developed the web interface using MVC design pattern with Struts framework.
* Designed and implemented most of the Java related portions of the application including EJBs for encapsulating business logic.
* Developed server side utilities using J2EE technologies Servlets, JSP, JDBC using JDeveloper.
* Developed the JSP’s using the struts framework tag libraries.
* Developed the WORKFLOW concept using the struts framework to avoid the back button problems.
* Responsible to analyze existing C ++ project to prepare business logic documents.
* Was responsible to communicate with End client to support the application and analyze the issue and fixed the issue.
* Maintained the struts Config files, tiles definition files and web.xml.
* Session Beans are designed in such a way to serve the following: Inserting, updating, and deleting data from the database.
* Developed and executed the business validation logic in form beans.
* The framework involves struts framework, which internally uses the J2EE design patterns.
* Developed the Servlets, beans for the application.
* Preparation of Test Plans.
* Involved in the application development and unit testing.
* Responsible for design and architecture of the project by using MVC Struts frame work.

**Environment:** Java, J2EE Apache Tomcat Server, Struts, JDeveloper Language: Java Script.