**Mahjabeen**

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US Citizen (C2C Only)

Salesforce Developer |Salesforce Admin |Java Developer

**Profile Summary**

* More than **8+ years** of professional **IT experience** and solid involvement in **Salesforce.com** this includes Conﬁguration, Customization, Deployment, and Integration in Salesforce.com CRM stage. Also, involved in diﬀerent phases of SDLC including **analysis, design, development, implementation** & **enhancement of projects in SalesForce.com.**
* Excellent knowledge in **Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Salesforce Integration, REST, SOAP based Web Services, Force.com API, Salesforce AppExchange.**
* Expertise in **administration, lightening Conﬁguration, Salesforce CRM, SAAS (Software as service), and Apex language.**
* Proficient in dealing with functionalities related to sales cloud **service cloud, Marketing** **cloud,** **Community Cloud**, **Custom Cloud** and **Analytics Cloud.**
* Setting up **Service Cloud Console**, Cases (Web to case, Email to case), Solutions, Case Assignment and **CTI Integration**.
* Outstanding skills in performing various administrative tasks includes **Custom Objects, Custom Fields, Roles, Proﬁles, Page Layouts, Workﬂows & Approvals, Workﬂow Triggers, Validation Rules, Custom Tabs, Custom Reports, Report Folders, Report Extractions to various formats, Design of Visualforce Pages, Snapshots, Dashboards, Salesforce lightning Process builder and Email generation according to application requirements.**
* Worked on salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports.**

# Experience in Data Mapping, Cleansing, Data Export and Imports, Application Support, Performance Tuning, Security Administration, Maintenance, and User Security Management.

* Good knowledge in SFDC technology and salesforce lightning design technology which includes **Apex Language, Lightning design System, Visual Force pages, Java, Apex trigger, modern enterprise apps using Lightning App Builder and Lightning Web Components.**
* Outstanding knowledge in Object Oriented Programming Concepts and Programming in **Apex and Java.**
* Worked on diﬀerent CRM modules like **sales cloud**, and **service cloud**, working knowledge on

# Apttus CPQ, Apttus CLM, ERP applications.

* Working experience in SFDC implementation including **Call center, Chatter & App-exchange applications.**
* Extraordinary experience on **Debug Apex.**
* Excellent knowledge in querying salesforce.com database using **SOQL & SOSL** queries using

# Force.com explorer.

* Experience in web services like **HTML**, **XML**, **CSS**, **JSP**, **JavaScript**, **WSDL**, and **SOAP**, **JSON**, **AJAX**, **Restful API’s**
* Experience in Customized existing Visualforce to align with salesforce new **Lightning UI experience**.
* Hands on experience working on **data migration tools** and **data management tools** like **Apex data loader, import wizard, Force.com, excel connecter, and conﬁguration data loader.**
* Experience in salesforce.com sandbox and production environments for deployment and experience in managing **Full Sandbox, Developer Sandbox and Conﬁguration-only Sandbox.**
* Experience in enabling Lightning web components and extensive experience in **Salesforce conﬁguration and customization.**
* Experience in working with **Eclipse IDE Force.com, ANT migration tool Plug-in environments.**
* Experience with the Salesforce **API (REST/SOAP/Metadata, Heroku, Salesforce Wave Analytics and Einstein analytics.**
* Working as a part of **UAT team** to **test** the **APTTUS** implementation project before going live.

# Executed Wave Analytics, created datasets, dashboards and apps for Opportunity, Accounts and Cases.

# Works with the Pre Sales Team to drive Sales Growth for the Community Cloud Products.

* Responsible for the **data maintenance and data integrity within the Force.com platform. Accounts and Cases.**
* **Soft skills** love to learn and share my insights by building my own role and know when things to get done.

**Technical Skills**

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| --- | --- |
| **Salesforce.com** | Apex, Apex Trigger, Apex Class, Visual force (Page layout, Controller). Templates, Formula Fields, Validation rules, workﬂow and approvals, AppExchange, Data export and Import wizard |
| **Custom Integration and management tools** | Workﬂow & Approvals, Field updates, Outbound/Inbound Messages, Reports, Custom Objects, Custom Settings, Custom Labels, and Tabs, Account Management, Contact Management, Pipeline Management, Email Services, Security Controls & Custom Application and Sandbox environment, Lightning Experience, Jenkins |
| **Salesforce Integration API:** | Apex Web services, SOAP, REST, Bulk API and Streaming API. |
| **Force.com tools** | Apex API, Apex Data Loader, ETL Data Extraction, service cloud, community cloud, marketing cloud, sales cloud, Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector, Workbench and Eclipse IDE with plug-in, Migration tool, Lightning Component Framework, Lightning App Builder. |
| **Web Services** | REST API & SOAP API |
| **Methodologies** | SDLC, Agile |

**Education Details**

* Master’s in Business Administration, Osmania University 2008
* Bachelor’s in Commerce from Osmania 2006

**Certification**

* Salesforce Certiﬁcations: Salesforce Certiﬁed Administrator ADM 201
* Salesforce Certiﬁed Platform Developer (PDI) DEV 401

**Work Experience**

**Client: Nike**   
Dates: June 2020-present

Location: Oregon

Role: Sr. Salesforce Developer/Admin

**Responsibilities:**

* Involving in **Salesforce.com Application Setup** activities to match the functional and technical needs of **Bank of Montreal.**

# Created custom object, custom ﬁelds, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workﬂow rule and approval process including ﬁeld updates and email alerts in lightning platform.

# Designed salesforce service cloud console to enhance productivity with dashboard like interface.

* Design and Develop the **Apex Classes, Standard & Custom Controllers, Visualforce pages, Apex Triggers** for various functional needs in the **application.**
* Developed **Lightning Web Components** from **Scratch** by using **Aura framework**. Also, involved in **Data mapping** from external system utilized lightning connect to get real -time data from external system.
* Experience in **aura** framework, **Lightning Web Components** and **Salesforce Lightning Design System (SLDS).**
* Develop **Lightning Web Components**, **CSS Styling and UI Design** to enhance look and feel of the Lighting apps and Leveraged Server-side **apex** Controllers to retrieve data from various **API's** and display on the **Lightning Components.**
* Render the **Lightning Experience** for the Classic users with **Lighting Out** in the **Lightning apps.**
* Worked on customization of visual force to have **lightning experience** for desktop and **mobile applications.**
* Developed Lightning Web Component Framework and built Lightning component using aura

# framework.

* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Work with SOQL**, SOSL queries** in **apex triggers** and **controllers** and followed **salesforce** best practices for querying **large data sets** and to make sure with consideration to **Governor Limits** in the environment.
* Worked with **Visualforce pages** and **Visualforce Components** with adding **JavaScript** functions and **jQuery Libraries** for **Apex Sorting** and **Paginations** for best user interface.
* Develop **Batch Apex classes, Queue able Jobs, Schedule Jobs**, **future callouts** and running them through **Apex jobs** on daily basis.
* Develop and consume **REST, SOAP API web services** for **external application** to consume data and post the data from Ignition to Discover Database.
* Develop **the End point** using **spring framework** to retrieve the **contract documents** from the **Discover** Application using **REST API.**
* Develop on Test classes to give the **best code coverage** for every scenario and **refactoring the existing code** by following **the best code standards.**
* **Develop Test classes** and preparing **mock out calls** for **Integration Testing** to maintain minimum of 90% code coverage.
* Handled Migration Eﬀort of moving code from Dev to Prod Org Using Change sets.
* Analyze Production tickets created on **Service NOW** and resolve them within the slated SLAs.
* Participate in user training sessions and educate the end-users to navigate the system with new enhancements and features added to the system.
* Worked on **Jenkins** for **Continuous integration (CI)** and **Continuous delivering (CD)** the application and **Jenkins** plugins as well as to increase the productivity for **the application.**
* Working on inbound and outbound change sets from sandboxes to PROD while critical defect ﬁxes.
* Extensively working on **GIT Control version** for sharing the code in Repository with Team Members from Source Tree.
* Expertise in using **source code control systems** such as **GIT and** Used **GIT** to **push, pull** and to **resolve merge conﬂicts** the code from the repo.
* Work with business stakeholders, Product owner, Scrum master and other teams to identify MVP items and plan work for every quarter as part of PI Planning.
* Participate in Backlog grooming to reﬁne stories on **Rally**, estimate the stories using story points.
* Participate in Sprint planning and identify detailed tasks that need to be carried out in the 2-week sprint.
* Participate in **daily SCRUM** and provide updates on done, planned and impediments.

**Environment:** Saleforce.com CRM, Apex classes, Apex triggers, SOQL, SOSL, Visualforce pages, Lightning apps, Lightning components, Sites, Lightning Design System, Aura Frame Work, Standard & Custom/Extension Controllers, Batch Jobs, Queueable Jobs, Schedule Jobs, Web Services, REST, SOAP, Process Builder, Data Loader, Work Flows, Import Wizards, ANT Migration Tool, Rally, Copado, Bamboo, Jenkins, Source Tree, GIT, Selenium Ui Automation.

**Client: North American Bancard**

Dates: Nov2016 -Sep 2017

Location: Princeton, NJ

Role: Salesforce Admin/Developer

**Responsibilities:**

* Involved in **salesforce.com Application Setup** activities and customized the apps to match the functional **needs of organization.**
* Worked on customization of **Sales cloud** schema by customizing standard objects like Leads,

Accounts, Contacts and Opportunity, opportunity Line Items, Products like **Net Back Up & Exe System Recovery for VERITAS Technologies.**

* Made new feature enhancements on **Service cloud** and **Sales Cloud** console view and **developed Visualforce Components.**
* Technical Knowledge about **Salesforce Lightning Schema builder, process builder, app builder, Components** and **lightning connect.**
* Hands on Experience on **Salesforce Lightning** for Customizing Reports and Dashboards for **business use.**
* Involved in using **Lightning, process Builder** and **workﬂows, worked on customization** of **visual.**
* 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**

**force** to have **Lightning Experience** for Application.

* Implemented custom **Visualforce Page** and **Controller Extension** for diﬀerent sites and for diﬀerent Application involved.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic

and Interactions in Lightning Applications.

* Worked with Force.com **IDE** to develop **Custom Application** in both **Sales** and **Service** Cloud Modules.
* Designing and **Developing the Classes, Triggers, Standard Controllers, Custom Controllers,**

**Controller Extensions** as a Salesforce System Developer and Developing Batch Apex classes and running them through **Apex jobs** on daily basis.

* Extensively worked in **apex triggers** and **Controllers** and followed salesforce best practices for querying the **large data sets** and to have results within the **governor limits.**

# Developed the Interface using REST Web Services from Salesforce to Oracle Sales cloud to handle Inbound & Outbound Calls to External Systems using Force.com Web Services API.

* Extensively Worked on **Jenkins** for **Continuous Integration (CI)** and **Continuous Delivering (CD)** the Application to **increase the Consistency** of the code changes in **Sandbox and PROD environments.**
* Worked with business owners to understand **their requirements for Salesforce Marketing** **Cloud application.**
* Co-ordinate the **oﬀshore development,** manage project plan and provide update to all stakeholders.
* Having worked on **salesforce.com sandbox** and production environments for development and testing and then to **production environments.**
* Implemented Data Loader to **load data from Marketing Cloud to Service Cloud.**
* Participated in **2-week Sprint Plan** in **Agile Methodology** and update the status on day-day basis

with what is done and what must be done in **Stand-up Calls.**

**Environment:** Saleforce.com CRM, Apex classes, Apex triggers, SOQL, SOSL, Community cloud, Visual force pages, Sales Cloud, Service cloud, Marketing Cloud, Custom/Extension Controllers Batch Jobs, Communities, Process Builder, Data Loader, Web Services, REST, ANT Migration Tool, JIRA, Jenkins, GIT.

**Client: Fannie Mae**

Dates: July 2014 - Dec 2015

Location: District of Columbia

Role: Salesforce Administrator

**Responsibilities:**

* Interacted with diﬀerent lines of **business users** for gathering **requirements** and prepared Technical Design Document for the **business use cases**.
* Actively worked on customization of **Sales cloud** by conﬁguring **Web-to-Lead, Assignment rules, Sales Process** and Account Team
* Setup **Live Agent** as part of **Case Management** implementation inside **Service Cloud.**
* Implemented **Customer portal**, High Volume Customer portal and **communities.**
* Experienced in **New lightning UI Interface** Experience in Salesforce.
* Worked on **Visual Force** Components, **Visual Force Pages** in Salesforce using **Lighting** Design System.
* Extend or build new apps with the **Lightning app** builder and **lightning** components.

# Experienced on Salesforce Lightning Process Builder, Lightning UI and creating Visual Workﬂows, Salesforce support communities, Chatter groups and Portals.

* Designed, and developed **Apex Classes** and **Apex Triggers** for functional needs in the **application**.
* Implemented **best practices** and **coding standards** in developing **Apex Controllers** (Custom, Extension) and **Apex triggers**.
* Written apex **controllers** for searching across **various objects** and creating records in a **junction** object by using apex extension, wrapper classes and visual force pages.
* Good experience in writing **SOQL, SOSL, Aggregate, Relationship queries** in **apex classes, triggers and batch classes** and customized queries to avoid **governor limits.**
* Implemented best practices in the **application** for **Triggers** and **web services** and have code follow salesforce governor limits.
* Integrated the **Web Services REST** using **JSON** for extracting the data from **external systems** to display in the pages of**salesforce.com.**
* Co-ordinate with both onsite and **oﬀshore teams** for the development of the applications
* Experienced in writing/building/integrating custom modules for **JIRA/Conﬂuence.**
* Involved in **development and execution** of **test plans** with the help of **QA Team to ﬁx the bugs.**
* Participated in **Scrum meetings** as part of **Iteration development process.**

**Environment:** Saleforce.com platform, Apex, Visual Force, Lightning, Data Loader, Workﬂow & Approvals, Process Builders, Sales cloud, Service Cloud, Marketing Cloud, Communities, Data Migration, Security Controls, Data Loader, Web Services, REST, ANT Tool, Jitter bit, HTML, CSS, Bootstrap, JavaScript, jQuery, Agile methodology.

**Client: M&T Bank**

Dates: Mar 2012-May 2014

Location: New York

Role: JAVA Developer

**Responsibilities:**

* Extensively worked in the analysis, design, and development and testing phases of Software Development Lifecycle (SDLC).
* Involved in Presentation Layer Development using Spring MVC Framework.
* Experience working on server side for manipulating the database using **Structured Query Language (SQL) commands.**
* Worked with core java concepts like Collection, and multithreading.
* Worked with **UI teams** to develop dynamic web pages.
* Develop RESTful web service for enabling applications to consume entitlement engine services.
* Extensively used **Spring Core, ORM and Transaction Management modules.**
* Used **Design Patterns** like Singleton, Factory, Strategy, Façade, DAO, DTO and MVC following the industrial standard.
* Written unit test cases for all the back-end code using JUnit framework and Easy Mock.
* Designed and Developed UI screens using **JavaScript, jQuery, JSON, CSS3 and HTML**
* Wrote complex SQL queries using joins, sub queries and correlated sub queries to retrieve data from the database along with creating and updating database objects like tables, views, stored procedures, function, and packages
* Developed Web Services to communicate to back end applications using **XML** based SOAP and WSDL protocols
* Used **Eclipse IDE and Microsoft Team File Server (TFS)** to develop and maintain source control.
* Used **development tool Maven, Jenkins** for developing and continues integration and proﬁcient working with a **Unix/Linux** operating system.

**Environment:** Java, Maven, Spring core, AOP, MVC, Hibernate, Junit, Mongo DB, Jenkins, JIRA, HTML, CSS3, JSP, Java Script, jQuery, JSON, Oracle, Git, Soap UI