**Imran S**

**Imranm20034@gmail.com**

**Bolingbrook, IL 60440**

**PROFESSIONAL SUMMARY**:

* Over 7 years of experience in Salesforce.com that includes **Administration, Configuration, Implementation, CPQ consultant**and **Support**experience.
* Remarkable experience in product life cycle management, excellent configuration skills, familiarity with administration and security controls, and amazing ability to aid technical team members, developers and support teams, outstanding troubleshoot workflow issues and superior communication skills.
* Worked with Apex Data Loader tool to migrate the data from other data base.
* Worked Salesforce.com Customization, Creation and maintenance of Record types, Page Layouts, Objects, Tabs and Fields.
* Experience in **Administration**, **Configuration**, **Implementation**, **Lightning**, and support experience with **Salesforce platform**.
* Experience withSalesforce.com Reports, Dashboards, Forecasts, Workflows.
* Extensive experience working on custom objects, custom fields, Pick list, 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, Snapshots, Dashboards, and Email generation according to application requirements. Extensive Knowledge in building Custom Applications that includes administration, configuration, implementation and support experience with Salesforce.com platform.
* Possess Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management and Call Center.
* Configured, implemented, administered and maintained the salesforce.com platform. Effective employment of Apex Data Loader, Import Wizard and Data Manipulation Language for data migration and management in bulk.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Integration Methodologies, different API, **Trigger framework**, **Recursive Triggers**, **VF Remoting**, Asynchronous Framework & options.
* Responsible to Deliver Proof of Concepts using AWS, understanding customer business requirement.
* Responsible for performing all tasks required to develop, implement, and support the Salesforce.Com application integration of the Apptus CLM and CPQ.
* Experienced in Financial Service Cloud, Sales Cloud, Service cloud, Customer portal using Salesforce CRM.
* Experience working in **Agile methodology**, **Scrum methodology**, **Waterfall model** and **Test driven**development.
* Extensive experience in Creating Objects, Record types, Assignment rules, Email services, Profiles and implementation of Role Hierarchies for system security design.
* Experienced in scripting languages like HTML, XML, CSS, JSP, SOAP, APEX Web Services API development skills and Java Script, Web Services-Axis.
* Experience in customizing Page layouts, Search Layouts, Custom links, Custom Buttons etc.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships and lookup relationships.
* Have good working knowledge in querying Salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Implemented security and sharing rules at Object, Field, and Record level for different Users at different levels.
* Skilled at customizing and enhancing the application based on user requirements and integrating with 3rd party software.
* Gathered information from various sources and evaluate them according to the client\'s needs.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Experience in developing Validation Rules, Workflows and Approval Processes for Automated alerts, new tasks, field updates, and Email generation according to application requirements.
* Proficient with REST and SOAP to develop APIs and extensive background using APEX, Visualforce and Salesforce1.
* Migrated data from Legacy Systems to   Salesforce CRM using data loader.
* Good knowledge on Web to Lead, Web to Case and Email to Case in sales and service clouds.
* Analytical and coherent software developer with excellent skills in programming languages like C,C++, and web technologies like HTML, XML and JavaScript.
* Strong knowledge in App - Exchange Applications for integrating with Third Party Applications.
* Data Load for SDFC standard objects, custom objects.
* Experience in writing SOQL and SOSL using Force.com Explorer, Developer Console and Force Work bench.
* Proficient in creating/ troubleshooting/ modifying APEX code and visual force pages, Workflow Alerts, Validation Rules, Approval Processes, custom Tabs, custom reports, Snapshots, Dashboards, and Email generation according to application requirements.
* Experience in creating detailed process documentation and deployment process on issues for future Follow ups.
* Worked in the verticals of Healthcare and Retail Sectors.
* Analyzing bugs, interacting with team members in fixing errors and UAT and also assisted in Post–Production support.
* Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation.
* Experience in **Salesforce Customization**, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Worked on developing batch integrations to transfer data in bulk between enterprise applications using MuleSoft Enterprise Service Bus.
* Extracted the data from salesforce.com application into the external databases like **SQL**, **DB2** for generating large data reports.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Used different data tools - Apex Data Loader, Jitterbit, Excel Connector, Import Wizard, SFDCData Export, Mass Delete etc.

**TECHNICAL SKILLS:**

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| --- | --- |
| **SalesForce.com** | Apex Classes, Visual Force, Apex Trigger, Dashboards, Reports, SOQL, SOSL SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Data Loader. |
| **Salesforce Tools:** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector. |
| **Integrating Tools:** | Apex Data Loader, Data Export,Data Analysis, Data Cleansing, Data Normalization, Data Migration. |
| **Languages:** | Java, java Script, C, C++, SQL, SOQL, SOSL. |
| **Configuration Skills:** | Campaigns, Leads, Accounts, Contacts, Opportunities, Forecasts, Products, Assets, Contracts, Cases, Solutions, Ideas, and Custom Object development Field creation, Page Layout creation/editing. |
| **Web Technologies:** | HTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API,Web-Services. |
| **SFDC Technologies:** | Apex, Visualforce, Lightning, Reports, SOQL, SOSL, REST & SOAP API, Bath Apex, Dashboards, Data Loader, Controllers, Triggers. |
| **Other Tools:** | Eclipse, GITHub, Jenkins, DataLoader.IO, MS Word, MS Excel, MS PowerPoint, MS-Project, MS Outlook, Bitbucket, Bamboo,GIT. |

**PROFESSIONAL EXPERIENCE:**

**Salesforce Developer July2019 – Present**

**Bank of America**

**New York, NY**

**Responsibilities:**

* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Create and manage users, their roles and associated groups, per request, using AWS’ IAM (Identity and Access Management).
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Provisioned customized AMI Launch Configurations by creating VPC’s, subnets and security groups.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Created Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Developed and recommended CRM roadmap for customers in the Financial Domain.
* Implemented Vlocity cards and reusable templates with comprising SLDS styling.
* Vlocity is a managed package in Salesforce, and with the combined power of Salesforce and Vlocity, you can wrap up your sales with a greater velocity.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Configured the Contract management and revenue management with using of Apptus CPQ.
* Worked on CPQ tool to redesign Product & Pricing configuration and Quoting process.
* Leverage future methods, Techniques to develop apex code within governor limits.
* Migration of Existing application to AWS cloud and automated regular AWS tasks like snapshots creation.
* Extensively worked on Agile methodology and attended Daily status/standup meetings.
* Working on Lightning web components on Communities.
* Worked on integration of two instances using APEX REST API callouts. Configured Connected App to integrate Salesforce.com with two external JAVA applications to capture Accounts, Contacts, and Leads (Web-to-Lead implementation) using REST API.
* Testing: SFDC CRM - Testing; SAP CRM - Testing, Hybris - Testing, Mobile Testing, Web Application Testing.
* Deep Understanding and hands-on experience in Vlocity OmniScript, Vlocity DataRaptor, Vlocity Cards and Templates, Vlocity Actions development.
* Refresh and configuration of Sandboxes of different teams.
* Used Jenkins to do code builds from Git to perform the Salesforce deployments.
* Created Sandboxes and performed the entire configuration activities of the new sandboxes as per the bank’s policies.
* Interacted with the Salesforce.com and Apptus premium tech support team on a regular basis.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Implemented the Salesforce CPQ and integrated with the opportunities to evolve the system into a full-fledged Quote to Cash process.
* Development, implementation and update focusing on Sales cloud and Service cloud.
* Followed CI/CD process for deployments using Force.com Migration Tool and Snapshot.
* Introduction to Mule,checked and changed the mule build numbers/versions to make sure the new mule versions
* Supported the Data migration activities using out of the box Data Loader.
* Integrate features developed using Visualforce pages, Lightning Aura Components, and lightning web component.
* Prepared training plan and trained colleagues/client on CPQ and Quote to Cash.
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL, SOQL queries, locking statements, Transactional control to invoke Apex triggers.
* Created Visual Force Pages to display search based record sets and paginated
* Created various Custom Reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) Orders.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rules, assignment rules and approval process.
* Performed the administrator role by creating roles, profiles and configured the permissions based on the organizational hierarchy requirements.
* Developed various Custom Reports, Dashboards and deployed them for different business users based on security.
* Prepared the entire Data Model in SFDC which includes Custom Objects, Custom Fields, Relationships, Validation rules & workflows to sync with other Qwest legacy systems
* Developed a SOAP UI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Refresh the sandboxes in regular intervals and deploy the code into production.
* Vlocity Cart, built upon Cards Framework in Vlocity, helps you place orders for your customers.
* Designed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Experienced in the use of AGILE/ Scrum methodology which includes team work, quick deliverables, prioritizing multiple tasks.
* Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Responsible for writing SOQL and SOSL queries.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on CPQ implementation decisions using Salesforce CPQ or Vlocity.
* Moved all servers from in-house server to cloud based AWS with Salesforce org.
* SAP CRM: Organizational data setup, Territory Management, Business partners, Products, Partner Processing, Transaction types, Item categories, Copying control, Marketing, Sales & Service.
* Used field level security along with page layouts in Lightning to manage access to certain fields.

**Environment:** Saleforce.com platform, Sales Cloud, Marketing Cloud, Visual Force, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services.

**Salesforce Developer October2017 – June2019**

**Experion Technologies**

**Plano, Texas**

**Responsibilities:**

* Implemented web based case management automation - Web to Case (on Case Object) to track and solve customer's issues.
* Using controllers and embedded JavaScript and HTML as needed.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Vlocity CPQ is focused on the communications industry, where the Service Agent can quickly build orders and quotes and can close sales rapidly.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Involved in data mapping and data Integration from JD Edwards ERP to Salesforce.com.
* Installed Pervasive Data Integrator from the AppExchange for two-way integration with a JD Edwards ERP system.
* Worked with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Created Lightning web components for scratch orgs.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Documented architecture providing a blueprint for site design with SFRA technical and UX components.
* Also created Reports for custom financial data of current and potential portfolio.
* Integrating on premise Mainframe Case, CPQ and reporting systems with Salesforce REST APIs.
* Integrated Salesforce CRM with Siebel CRM explicitly using web services API.
* Developed and designed a Partner community based CPQ in Salesforce Vlocity.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Created and used Email templates in HTML.
* are set in the repo. Undeployed the older versions/duplicate versions to replace them with the new versions.
* Created and configured new users and permissions respectively. Assigned different profiles to users as per the requirements to perform their duties.
* Stored data in AWS’ S3 buckets and hosted it in the webpages.
* Configuring load balancers and auto scaling groups to effectively distribute traffic and avoid redundancies in Instances.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Integrated Salesforce.com with an external application using SOAP, REST based web services.
* Efficiently worked on customizing with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities using Apex.
* Used Amazon’s Load Balancers and Auto Scaling features to deploy highly available applications and EC2 Instances based on the load of applications.
* Created Queues, Public Groups and Email Templates.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Supported and improved sales cycles by implementing CPQ solutions effectively.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Created Record types, Roll up Summary, Workflow rules, Approval process, Auto Response rules and Validation rules to ensure data is validated and automate business logic conditionally.
* Leverage future methods, Techniques to develop apex code within governor limits.
* Configured and maintained Salesforce.com application user Profiles, Roles, Permissions sets.
* Created user Roles and Profiles, Security controls, Sharing Settings, audit trail setup and also configured Field level security for different profiles.
* Developed and configured various Reports and Report Folders for different groups based on the need in the organization.
* Optimize and improve the overall runtime of Omni scripts, Data Raptors and Vlocity Integration.
* Worked with Visualforce List Controllers to act on a set of records with pagination and iterate over a list of records to produce output in a list.
* Created Managed Package using Eclipse. Migrated from sandbox to production using FORCE.IDE
* Tested the Salesforce CPQ integration with SAP-ERP system for sales team.
* Created HTML, Text based Email Templates and Folders for different business groups.
* 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.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Responsible for setting up Filed Level Security.
* Implemented Data Loader for loading the data.
* Developed business documents for Salesforce.com Custom objects.
* Created Workflow rules, Approval process on various objects to automate actions Email Alert, Field Update, Creating task, Outbound messaging and time-dependent actions.

**Environment:** Saleforce.com platform, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services Security Controls, Windows XP.

**SR. Salesforce Admin** **July2015 - September 2017**

**UC Health**

[**Cincinnati, Ohio, United States**](https://www.google.com/search?sxsrf=ALeKk02Th55wGpOUE_ZpcKS4gCi5oG5NQw:1614109559026&q=Cincinnati&stick=H4sIAAAAAAAAAONgVuLQz9U3MCzOy33EaMwt8PLHPWEprUlrTl5jVOHiCs7IL3fNK8ksqRQS42KDsnikuLjgmngWsXI5Z-YlZ-blJZZkAgBnmiItTwAAAA)

**Responsibilities:**

* Performed detailed analysis of technical and business requirements.
* Experienced in Customization and developing of ServiceMax components SFM (Service Flow Manager), SFW (service Flow Wizard), scheduled SFM and SFM Data validation rules.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
* Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
* Translated the client requirements into Use Cases and Process flows to simplify the design
* Involved in Migrating data from legacy systems using Apex Data Loader
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Performed Integration Testing by adding all modules together for the web-based application.
* 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.
* Incorporated Salesforce Sales Cloud Best Practices into the solution decisions for the future state Opportunity management and order management capabilities.
* Tested the Salesforce CPQ integration with SAP-ERP system for sales team.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Responsible for creating Sharing rules among all the users in Different Roles and Subordinates.
* Created unit test cases and coordinated change requests to drive the business requirements during Integration and Testing stages.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Financial Cloud Relationship builder and map provides full perspective of each customer in the context of their entire financial world.
* Developed and designed a Partner community based CPQ in Salesforce Vlocity.
* Designed and developed VisualForce pages based on the business requirements.
* Optimize and improve the overall runtime of Omni scripts, Data Raptors and Vlocity Integration.
* Configured the data filters, created new users, assigned appropriate roles and configured security settings.
* Incorporated Salesforce Sales Cloud Best Practices into the solution decisions for the future state Opportunity management and order management capabilities.
* Used Comma Separated Values (CSV) to Insert, Update, Upsert the Data using Data Loader.
* Designed and deployed Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Involved in the Web Services Integration to connect with the different Applications.
* Created user Roles and Profiles, security controls, Territory implementation, shared settings.
* Worked with Visualforce components to customize captions, headers and footers of a table and to embed a standard list view of an object's records.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Implemented Sales cloud and incorporated enhanced features as required to streamline Business Process.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Implemented Data Loader for loading the data.
* Migrated data from external sources and performed Insert, Delete, Upsert & Export operations on millions of records. Designed and developed Service cloud and Integration.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Implemented Custom Cascading Style Sheets (CSS) for Visual force pages.
* Created relationships among Objects using lookup and master-detail relationships and created the junction objects.

**Environment:**  Saleforce.com platform, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services Security Controls, Windows XP.

**Salesforce Admin April 2014 – June2015**

**Kellogg's**

**Michigan, United States**

**Responsibilities:**

* Participated in the identification, understanding, and documentation of business requirements, keeping in mind the need for the application based on the project scope and SDLC methodology.
* Analyzed the corporate-level technology stack for integration into proposed systems.
* Co-ordinated with Onsite Supervisor and Managers, for related process requirements to finalize the deal.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Worked with Workflow rules, Validation rules, formula and complex validation over multiple objects.
* Conducted client meetings to develop requirements for customer needs.
* Set up of standard object-Accounts, Contacts, Opportunity, Report & Dashboard, Lead and Campaign.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed Custom Objects, Custom Reports and configured analytical snapshots to dump the data on a regular basis for sales performance and lead generation statics.
* Customized Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Worked on setting up customer and partner Communities for establishing secure and maintaining good communication Between Customers, Partners and Company.
* Used field level security, profiles and audit trail setup to ensure that protected Organization data is only shared with authorized persons.
* Involved in assisting the Change Control and Quality Assurance team for weekly change requests.
* Facilitated and walked through requirement gathering and requirement planning sessions with the business team to collect the business, security and service level requirements.
* Worked closely with developers in case of concerns/questions regarding the requirements.
* Gathered high level business requirements from the various product groups through one-on-one user interviews and JAD sessions.
* Creating documentation for deployments and deploying all Salesforce.com changes in Developer Sandbox to test Sandbox to QA sandbox when once sanity check has been done.
* Modeled the business and application using RUP methodology and UML.
* Designed various WebPages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation & formula fields to custom objects. Developed Work Breakdown Structure and prioritized accomplished tasks
* Documented and supported requirements to develop the platform which enables the user to monitor his/her accounts, provides at-a-glance balances and positions, order status, account reporting, grouping accounts.
* Extensively used SQL for querying underlying database tables and resolving data issues.
* Generated Requirements Traceability Matrix. Managed & scheduled project responsibilities using MS Project
* Reviewed Project Charter, BRD and FSD to ensure all business requirements were documented
* Interacted with executives and sponsors to identify requirements, project objectives and scope changes

**Environment**:  Visual Force Pages, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Windows XP.