**Abdul Khadeer**

|  |
| --- |
| 562-265-8563 |

|  |
| --- |
| **Experienced IT SALESFORCE ADMINISTRATOR& developer** |

* *Salesforce developer with 7+Years of IT experience that includes around 5+years of experience in Salesforce.com CRM Platform. 2+ years of experience in developing applications using Java/J2EE technologies.*
* *Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.*
* *Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.*
* *Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.*
* *Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.*
* *Integration Methodologies, different API, Trigger framework, Recursive Triggers, Asynchronous Framework & options.*
* *Good Experience on Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud, Service Cloud).*
* *Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.*
* *Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.*
* *Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader, Admin Garage, and Lexi Loader.*
* *Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.*
* *Performed user & administration training sessions for clients to utilize Salesforce and respective programs.*
* *Strong knowledge on VMOC rules, Veeva vault integration with Veeva CRM, IRep implementation and with Approved email setup and implementation.*
* *Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ (Configure price quote).*
* *Worked on different managed packages like Apttus CPQ, Docusign, Conga document generator, Deployment Manager.*
* *Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, Ant Migration tool kit and Eclipse.*
* *Experienced in handling the functionalities related to the Sales Cloud, Service Cloud and Marketing Cloud. Strong experience in implementing salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.*
* *Expertise in maintaining the functional areas of Data Management, Campaigns, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.*
* *Strong Knowledge in AppExchange Applications for integrating with third party applications.*
* *Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Data loader and Import Wizard.*
* *Experience in Veeva CRM and Veeva Vault Content Management applications.*
* *Provide technical architecture strategy and guidance for Salesforce rollouts, and assist with design for adoption strategy.*
* *Worked on Salesforce Marketing cloud Connector V5.*
* *Support and provide recommendations to the COO, CTO, VP of Sales, and VP of Services by tailoring Salesforce.com to meet agile business needs.*
* *Recommended, designed and implemented a Marketing process in Salesforce to automate communications between Sales and marketing, associate campaign influence on opportunities for ROI reporting, and to provide real time status on campaign members.*
* *Analyzed current processes and made recommendations for automated notifications to Sales Reps when maintenance renewals are due and when outstanding invoices need attention, standardized sales reports, installed and trained users in Cirrus Insight to track Sales appointments for call reports.*
* *Experience in SFDC Integration using Web Service and Apex Programming, App-Exchange Packages& Custom Applications, Salesforce.com Service Cloud expertise.*
* *Experience working with Sales cloud and Service cloud.*
* *Extracted the data from salesforce.com application into the external databases like SQL, DB2 for generating large data reports.*
* *Assisted users with report design and management. Work with Time Warner team to integrate online initiatives into the database.*
* *Experienced in scripting languages like HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX Web Services API development skills and Java Script, Web Services-Axis.*
* *Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, deployment and maintenance of standalone, Multi-tier, web-based and portals based object oriented enterprise applications.*
* *Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.*
* *Worked Developer and as well as a Business Analyst for full-cycle projects, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.*

|  |
| --- |
| **TECHNICAL SKILLS** |

|  |  |
| --- | --- |
| **SAlesforce**  Apex, Visual Force, Controllers, Triggers, SOQL, SOSL, S-Controls, Workflows, Approvals, Email Templates, Process Builder, Flows, Formulas, Validation Rules, AppExchange, Sales, Service, Marketing and Community Cloud, Change Set, Reports, Dashboards, Chatter, Welkin Suite, Lightning App Builder/components/design system, Einstein Analytics Tool | |
| **SFDC TOOLS**  Force.com IDE, Rally, Eclipse, Data Loader, SVN, Jitter bit, Doors, Import Wizard and Force.com Ant Migration tool, Workbench | |
| **Programming**  Java, J2EE, VB, HTML, XML, JavaScript, JSON | **Web technologies**  AngularJS, JavaScript, XML, HTML, React.js, XHTML, CSS, Bootstrap, AJAX |
| **Web/App Servers**  Apache, Tomcat, Web Logic | **Database**  ORACLE 8i/10g/11c, SQL Server2008/2008R2/2012, MySQL, Informatica |
| **Version Control**  SVN, GIT, Gear set*,* Copado | **MS office**  Outlook, Word, Excel, PowerPoint, MS Office Suite |

|  |
| --- |
| **Professional Experience** |

**Quicken Loans – Detroit, MI**

**Salesforce Lightning Developer &Administrator April 2020 – Till date**

***Responsibilities:***

* *Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.*
* *Agile Development Methodology was followed for the implementation*
* *Managed Salesforce integration with existing systems and third-party providers.*
* *Interacted with various Business users for requirements gathering.*
* *Developed various Custom Objects, Tabs, validation rules, formula fields.*
* *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.*
* *Implemented custom Cascading Style Sheets (CSS) for Visual force pages.*
* *Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.*
* *Worked with business analyst to develop project implementation and develop plans including user interfaces.*
* *Created workflow rules and defined related tasks, email alerts, and field updates.*
* *Developed several Custom Reports & Dashboards that are used by Business user and Managers.*
* *Integration with ETL tools like Informatics, Infosphere.*
* *Implemented Data Loader through the Command Line Interface to extract the data from database.*
* *Configured Chatter for the Users in the Organization for collaboration.*
* *Building apps using Service Cloud, Community Cloud, Health Cloud, Marketing Cloud as well as Salesforce platform.*
* *Experience in creating Lightning Components and used lightning Design System to convert existing Visualforce pages to lightning components.*
* *Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions*
* *Developed lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.*
* *Involved in using lightning, Process Builder*
* *Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, DocuSign etc.*
* *Created Email templates in Text, HTML and visual Force necessary for the application.*
* *Developed visual Force pages with JavaScript and Apex classes.*
* *Written Apex Test classes to Unit test Apex classes before moving to Production.*
* *Created and maintained the documentation for Design, Migration and Integration.*
* *Deployed applications from Sandbox to Production.*
* *Integrated with Salesforce by using Marketing cloud connector (V5).*
* *Implementation of Data Loader for loading the data.*
* *Performed data cleanup and/or Data migration to/from salesforce.com*
* *Merging of Salesforce instances*
* *Developed business documents for Salesforce.com Custom objects.*
* *Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.*
* *Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.*
* *Expert in Salesforce Sales and Service cloud implementation.*

***Environment****: Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.*

**Florida Department of Health – FL**

**Salesforce Lightning Administrator & Developer** May2019- March 2020

***Responsibilities:***

* *Analyzing client requirements and creating design documents and Technical documents.*
* *Interacted with Business users for requirements gathering, analysis and development.*
* *Implemented in Agile Scrum, test frequently development methodology.*
* *Integrated Salesforce Application with Cisco Spark messenger using Rest webservice API.*
* *Integrated Salesforce Application with Pega.*
* *Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.*
* *Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Case, Lead, Opportunities and etc.*
* *Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.*
* *Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.*
* *Created various Profiles, Roles, Page Layouts, and configured the Permissions based on the Organization hierarchy requirements.*
* *Created Workflow rules and defined related tasks, email alerts, and field updates.*
* *Upgraded some Apps from Salesforce Classic to lightning experience to develop rich user interface and better interaction of pages.*
* *Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.*
* *Developed Lightning Component Framework and built Lightning component using aura framework.*
* *Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.*
* *Worked with Salesforce.com premier support to resolve technical issues.*
* *Wrote JavaScript’s to enhance look and feel of the Salesforce Custom Pages.*
* *Followed the governor limits while writing the Apex code.*
* *Created automated web UI tests for transition from a historic system to the Salesforce system.*
* *Developing UI Pages using JQuery, JavaScript, and CSS.*
* *Prompt response to defect tickets and work towards bug fixes.*
* *Provided the training to Business users about the system.*
* *Developed and implemented Service console comprising more than 1000 users.*
* *Developed various custom tabs and components for Service console to resolve the custom issues/cases at minimum time using several technologies like Visualforce, Bootstrap, jQuery and JavaScript.*
* *Involved in deployment, monthly release and client demo activities. Maintaining roles, profiles, field level securities and sharing rules. Data load into multiple sandboxes using Data Loader.*
* *Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization through monthly releases.*
* *Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions.*
* *Designed and developed User Interfaces for Salesforce users as per requirements.*
* *Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.*
* *Implementation of Data Loader for loading the data.*
* *Implemented SFDC web-to-lead functionality into the corporate site to make lead management simple and efficient. Implemented and maintained Cases Management in Salesforce Service Cloud.*
* *Created Workflows to enable update, delete and export functionality for email templates.*
* *Created Sharing rules, Assignment Rules and Escalation Rules for Cases.*
* *Responsible for various system integrations with salesforce to accomplish Sales processes and business needs.*
* *Designed many Email templates (Pdf/Word), including the merge field’s functionality on an email template.*
* *Developed various applications using custom settings and custom metadata to make the code generic and which can be later modified by the BSA or admins using the custom setting/metadata type instead of changing the code.*
* *Assisted Salesforce developing team with designing specific plans for implementing test classes for huge application and architected it to finish the deployment within limited amount of time.*
* *Migrated large volumes of external data on to Salesforce.com Apex Data Loader as part of data management functions.*

***Environment****: Apex Classes, Chatter, Visual Force Pages, Email Services, Java, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Windows, Apex, HTML, CSS, JavaScript, JQuery, Sandbox, Visual force, Eclipse, Core Java.*

**Deutsche Bank, Dallas, TX**

**Salesforce Administrator & Developer** Jan 2018- April 2019

***Responsibilities:***

* *Extensive experience in developing and deploying custom integration solutions in Salesforce.com CRM. Proficient in creating/troubleshooting/modifying APEX code and visual force pages.*
* *Experience in modifying Visual force pages to be supported in Lightning Experience and good understanding of lightning mode and its features.*
* *Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.*
* *To improve business made recommendations to integrate with third party plug-ins from AppExchange.*
* *Experience customizing standard objects - Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.*
* *Migrated the code using Eclipse IDE and ANT scripts.*
* *Used Force.com Web services API and Salesforce API are REST, SOAP, and METADATA for implementing web services in the application for access to data from different users.*
* *Extensive experience in designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, Dashboards, and Email generation according to application requirements.*
* *Implemented Pardot B2B Marketing Automation platform for lead generation/nurturing*
* *Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Implemented in Pricing Configuration and Product Configuration into Apttus CPQ using Salesforce Principles.*
* *Integrated Pardot with Salesforce and used Pardot marketing automation to gain new referrals.*
* *Helped add Lightning page to SalesForce1/Sales Force One navigation menu*
* *Strong knowledge on Agile (SCRUM), Water Fall Project Execution Methodologies.*
* *Expertise in maintaining the functional areas of Data Management, Campaigns, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.*
* *Involved in providing Production support post go-live.*
* *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.*
* *Created and customized record types to different pick list fields, links, related lists, and other components on page layout for Apttus AppExchange app in SFDC.*
* *Using Python and APIs for METADATA editing, embedding, and analysis. Configuring workflows, users, fields, states, roles, products, security groups in Veeva Vault*
* *Expertise in sales cloud, service cloud and marketing cloud processes.*
* *Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader, Admin Garage, and Loader.*
* *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.*
* *Experience on Community Cloud to connect with customers and employees with each other*
* *Extensive experience in Salesforce Customization, creating Roles, Profiles, Page Layouts, Record Type, and Assignment Rule, Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and Approval Workflow, Customer Service and Support Administration.*
* *Ability to design, code, test, debug, package and deploy quality, scalable and well documented solutions on the Salesforce platform.*
* *Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, Ant Migration tool kit and Eclipse.*
* *Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Data loader and Import Wizard.*
* *Hands on experience in development by implementing Triggers, APEX classes, wrapper classes, controllers, Visual Force, Force.com IDE, Apex Test Classes for SFDC testing , Batch Apex for data processing and writing queries in SOQL and SOSL, customized queries to avoid governor limits.*
* *Hands on experience in Administration setup like manage Users, Security Controls and Data Management.*
* *Provide technical architecture strategy and guidance for Salesforce rollouts, and assist with design for adoption strategy.*
* *Worked on setting up Veeva features like Engage meeting, Group Calls, Surveys through Approved emails etc.*
* *Worked on Salesforce Lightning Components for building customized components replacing the existing ones.*
* *Involved in developing Salesforce Lightning Apps, Components, Controllers, events and Skilled in understanding and implementing the new Salesforce Lightning Experience*
* *Experience working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex*
* *Strong Knowledge in AppExchange Applications for integrating with third party applications.*
* *Good knowledge on mobile applications like Salesforce 1 and Salesforce classic.*

***Environment****: Saleforce.com platform, Data Loader, HTML, Java Script, Lightning, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Cloud Craze, Veeva CRM, Apex language, Visual Force (Pages, Component & Controllers), Sandbox data loading, Eclipse IDE Plug-in, Windows XP.*

**Raymond James Financial, St. Petersburg, FL financial services**

**Salesforce Administrator & Developer July 2016 – Dec 2017**

***Responsibilities:***

* *Created application from demand to production phases.*
* *Coordinated and facilitated business stakeholder review meeting to establish standard workflow processes.*
* *Involved in requirements gathering sessions with project manager to an effort to effectively utilize full functionality of Salesforce.*
* *Designed, developed and deployed Apex classes, controller classes, and Apex triggers.*
* *Developed Apex triggers and s-controls, created rule-based automated workflows.*
* *Developed Apex triggers for complex business rules on custom objects following Apex best practices.*
* *Using Apex data loader, mapped data sources and loaded data to call center application.*
* *Well versed with administratively maintaining campaign management, leads, opportunities, accounts, contacts, forecast, quotes, case, reports and dashboard.*
* *Worked for Apttus Product Configuration, Pricing Configuration with some advanced functionality of SFDC.*
* *Created and managed hierarchical roles, profiles, permission sets, sharing settings, territory management and security controls, including field-level security.*
* *Designed and developed custom objects, page layouts, custom tabs, components and reports and dashboards that provide key performance indicators.*
* *Developed and managed SFDC analytic reports and dashboard for management forecasting.*
* *Wrote custom controllers implementing complex code for retrieval from Salesforce to Visual Force pages.*
* *Created Visual Force pages to provide UI to custom objects and customer status to sales and executives teams based on varied geographical location filters.*
* *Worked on Veeva including System Configuration, to make business processes social, to collaborate in real-time from anywhere, with Chatter.*
* *Designed and developed applications using Force.com API’s with rapid prototyping.*
* *Utilized Force.com Eclipse IDE plug to develop classes and triggers.*
* *Created roll-up summary fields to aggregate data from child records to the parent record.*
* *Defined lookup and master-details relationships on standard/custom objects.*
* *Implemented SFDC web-to-lead functionality to corporate site for lead management efficiency.*
* *Utilized SOQL and SOSL for data manipulation of application using platform database objects, including writing SOQL queries against Force.com platform.*
* *Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.*
* *Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).*
* *Wrote test methods/cases with code coverage of more than 75%.*
* *Well versed with product configuration and rules, commerce process, document engine, pricing of Oracle Big Machines CPQ cloud.*
* *Utilized Informatica Power Center so sync SQL and Oracle to Salesforce.*
* *Created formula fields, validation rules, workflow and approvals.*
* *Implemented packages in distributing and migrating components or applications.*
* *Created auto assignment rules using workflow process to route tasks.*
* *Managed administration, maintenance and support of Salesforce modules for 50 users.*

***Environment****: Saleforce.com CRM, Siebel CRM, Apex Language, HTML, Java Script, Web services, Eclipse IDE, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Force.com IDE, Change sets, Sandbox and Windows.*

**HSBC, INDIA**

**Role: Java Developer Aug 2013 – June 2015**

***Responsibilities:***

* *Involved in the complete Software Development Life Cycle (SDLC) phases such as Requirement Analysis, Design and Implementation of the project.*
* *Created DB2 SQL Procedures, Functions & Stored Procedures, Nested Tables, Cursors, DB2 Packages, Reports & SQL Functions for Reports.*
* *Involved in developing the User Interface validation framework in combination with custom validation built on top of Struts validation framework from the form bean.*
* *Used Struts framework for the MVC implementation with spring for DI and Hibernate as ORM tool for database communication.*
* *For setting the rules, we used Decision tables of Drools Rule engine.*
* *Developed DAOs using Hibernate persistence API for the database operations to interact with Oracle database.*
* *Used Multithreading in programming to improve overall performance.*
* *Used Multithreading, Collections and other J2EE technologies to design and develop the code.*
* *Developed JSP’s with STRUTS custom tags and implemented JavaScript validation of data.*
* *Developed programs for accessing the database using JDBC thin driver to execute queries, prepared statements, Stored Procedures and to manipulate the data in the database.*
* *Involved in developing JSP forms.*
* *Designed and developed web pages using HTML and JSP.*
* *Responsible for design and development of Business Process in IBM WebSphere Process Server 6.0.*
* *Configured Log4j, JUnit, and developed unit test cases and determining application functionality.*
* *Used EJB Stateless beans to generate pick lists and to run Asynchronous Batch Jobs.*
* *Developed JSP Custom Tag Libraries for Tree Structure and Grid using Pagination Logics.*
* *Worked with VSS Version control to create virtual library of computer files.*

***Environment****: Java 1.4, J2EE, EJB, JSP, Servlets, JMS, XML, HTML, CSS, PL/SQL, Web Services, JNDI, Struts, UML, J2EE Design Patterns, JavaScript, Weblogic server, JDBC , Crystal reports XI, WindowsXP,SQLServer2000, Ant Scripts, LDAP, Java Beans, Hibernate, CVS.*

|  |
| --- |
| **EDUCATION** |

**JNTUH University, India**

**Bachelors of Engineering – Information Technology** 2012