**Mohammed Ahmed**

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**PROFILE SUMMARY:**

* 7+ years of Experience as Salesforce Developer/Administrator.
* Experienced in Creating **Roles**, **Profiles**, **Email Services**, **Page Layouts**, **Workflow Alerts and Actions**,and **Approval Workflow.**
* Extensive experience in developing **Apex** **Classes**, **Triggers**, **Visual** **force** **pages**, writing Workflows, Force.com API.
* Experienced in analyzing business requirements and implementing them to Salesforce custom objects, **master-detail relationships, lookup relationships**.
* Hands-on on all **SDLC's** phases like Requirements study, Design, Development and Implementation and Maintenance stages of various projects.
* Worked extensively on various salesforce.com standard objects like **Accounts**, **Contacts**, **opportunities**, Products, Price books, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Handled Migration Projects and Possessing sound knowledge in **database management** and backend programs (stored procedures, triggers, functions etc.)
* Experienced in Creating **Lightning** Appscombining **Lightning** Design System, **Lightning** App Builder and **Lightning** Component features.
* Worked on Salesforce Platform to build Mobile App by enabling **Lightning** Components to make **Lightning** Application mobile.
* Designed **junction objects** and implemented various advanced fields like Pick list, **Custom Formula Fields**, **Field Dependencies**, **Validation Rules** **and Workflows**, **sharing** **rules** and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Strong Knowledge in **Salesforce.com Customization**, Workflow Approvals, Data Validation, Sales, Marketing, **Customer Service** and **Support Administration**.
* Good knowledge of **OOPs** (Abstraction, Encapsulation, Inheritance and Polymorphism) and design concepts
* Experienced in Salesforce.com **Live Agent** Console setup in **Service Cloud** and experienced in Salesforce.com **Marketing Cloud**.
* Experience in implementing **design pattern methodologies**.
* Administered Salesforce.com setup, which involves modifying roles and profiles, creating/modifying dashboards/reports and managing users.
* Working knowledge of design patterns with the ability to code to architectural documentation.
* Translation of business requirements into systems design.
* Good experience with **SQL**, **HTML**, **XML**, **CSS** and **JavaScript**.
* Strong Knowledge in **Salesforce.com Customization**, Workflow Approvals, Data Validation, Sales, Marketing, **Customer Service** and **Support Administration**.
* Experience of integrating applications with other existing applications.
* Worked on Vlocity to deliver comprehensive and proven solutions to all customers in mobile and Omni script which helps for Customer retension.
* Good experience in working on Eclipse IDE for writing business logic in Apex programming language.
* Integrated many 3rd party systems with Salesforce.com using SOAP and REST API's.
* Good knowledge on SOQL and SOSL queries in Apex.
* Ability to independently perform implementation, documentation, testing and updating as it relates to the SalesForce.com business requirements.
* Experience on Marketing automation with Pardot, SAP and CI/CD.
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex Classes, Controllers, Apex Trigger, SOQL, SOSL, Visual force, S-Control, Offline Edition, Integration, Migration, Batch Jobs, Workflow & Approvals, Reports, Dashboards, Analytic Snapshots, Custom Objects, Lightning UI, Lightning, Custom Tabs, Schema Builder, Apex Web Services. |
| **Salesforce and Integration Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Connect for Outlook, Force.com Platform (Sandbox, and Production). |
| **Programming languages** | C, C++, Apex, Java, Java Script, VB.Net, ASP.Net, SQL. |
| **Web Design Tools** | JavaScript, XML, XSLT, HTML, XHTML, CSS, AJAX, SOAP, WSDL. |
| **Operating Systems** | Microsoft Windows, Linux, Unix, iSeries. |
| **Database** | Oracle, MS Access, DB Visualizer, SQuirrel, SQL Server 2008, TOAD. |
| **IDE / Other Tools** | SVN IDE, Force.com IDE, Workbench, Force.com Explorer. |

**EDUCATION QUALIFICATION:**

Bachelor’s in information technology.

**CERTIFICATIONS:**

Certified Salesforce Platform Developer I.

Certified Salesforce Admin.

Copado Admin

Copado Developer

**PROFESSIONAL EXPERIENCE:**

**Client: USAA, Plano, Tx.**

**Role: Salesforce Developer Sep 2019 – Till Date**

**Responsibilities:**

* Involved in End-to-End development, design and requirement Analysis.
* Customized the Content Object and created Custom Object, Fields, Validation rules, Reports and Page Layouts.
* Developed Salesforce and Apex Controllers, Salesforce on Contact and Custom Post Objects, Workflows, Workflow Email Alerts, Workflow Email templates, Workflow Field Updates and Approval Processes.
* Migrated Data using Data Loader.
* Forked a repo and upload the code files in the repository in Github.
* Developed site pages using Site.com and Test Classes to achieve Code Coverage.
* Deployed to UAT sandboxes and Production using Change Sets.
* Created Test Cases, Scenarios on analyzing requirements at each phase of testing in UAT and verified & validated in QC.
* Interacted with Client, Business Analysts, Testing Team and Lead the Offshore Team.
* Implemented Apex Trigger to validate the files attached to attachments Object are encrypted with VSF encryption Tool or not.
* Verified the test cases, log defects with complete information and attaching screenshots in QC.
* Interpret Data, analyze results and Develop reports
* Create dashboards, summaries and charts with focus on numbers and patterns
* Develop new and clean existing data by identifying data gaps to improve Data quality
* Acquire data from primary or secondary data sources to analyze and identifying patterns
* Create weekly Conference reports focusing on Registration Goals
* Use past data to forecast registrations and trends
* Work with management to provide insights on trends for Marketing and Finance
* Create Data interactive maps and Visual representations.
* Set up MySQL server for integrating new data into Salesforce
* Provide consultation and technical assistance to staff regarding data/database reporting needs
* Work with Data preparation, Data analysis, Building Storefronts and Report building.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing using test cases to prove that system conform to specifications of business and quality requirements.
* Participated in Weekly Change control meetings and performed application and global impact analysis. DAP Directory integration​n for Salesforce​.com.
* Worked on SFDC, CRM, SFA and Billing Modules (Sales Process Automation, Lead and Marketing Automation, Mass Marketing Automation, Customer Care, Accounts Receivables, Credit Limit process, Collections, Payer providers, Rating, Billing, Discounts, Catalogues, Invoicing, and Reporting).

**Environment:** Salesforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Github, Email Services, HTML, JavaScript, Java, Web Services, WSDL, Sandbox, VS Code, Copado.

**Client: The Hartford, Hartford, CT.**

**Role: Salesforce Developer/ Administrator Nov 2018 – July 2019**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Upgraded some Apps from Salesforce Classic to lightning experience to develop rich user interface and better interaction of pages.
* Worked on Service Cloud where I have used entire integration part with case management.
* Worked on Case Object Integration and Implementation part in Service Cloud.
* Implemented live agent CTI in custom design using VF pages some live agent tags.
* Created VF pages for Live Agent in salesforce.
* Worked on the design for the Business Rules Engine that would reside in SFDC for the Base Case and all programs specific to each client, with data for one client visible only to that client.   
  SFDC Live Agent Implementation on Service Cloud.
* Understand the client requirements and created a Live Agent implementation on the client's sandbox.
* Designed the Live Agent system and did the required configuration and customization to suit client requirements.
* Configured Live Agent, created visual force pages and deployed them using Force.com Sites.
* Performed CTI testing with AMC Technology CTI adapter.
* Integrated Contact Center with salesforce for managing customers.
* Implemented Sales cloud, having great knowledge on Sales Cloud life cycle.
* Added VF pages to standard salesforce Live Agent to add additional details.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* 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.
* Worked on designing part like enabling Aura framework- migration from standard salesforce static to lightning for better UI purpose.
* Build Lightening controllers with the AURA framework.
* Extensive experience in Integration of Data from Traditional Applications to Salesforce using REST/SOAPAPI, and bulk API.
* Integrating salesforce with oracle by using REST/SOAP API for pushing bulk amount of data.
* working with Apttus objects to creat quotes and manage products and created integration with steelbricks CPQ.
* Used refined global search in Lightning by developing Apex classes and Controllers. Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging. Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:** Lightning, Aura framework, Apex Coding, Live Agent, Sales Cloud, Integration, Visualforce, Triggers, Workflows, SOQL, SOSL, Data Loader, Service Cloud, Apttus CPQ, Avaya CMS tool, Avaya one X tool, App Builder, Case Management, Email Alerts, Force.com IDE, Developer Console, Java Script, HTML.

**Client: Turkana Food, Kenilworth, NJ**

**Role: Salesforce.com Developer/Administrator Sep 2015 – Nov 2018**

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed solutions by customizing various standard objects of SalesForce.com (SFDC).
* Developed Apex Classes, Test Classes, Controller Classes and Apex Triggers for various functional needs of the application.
* Good experience in development and maintenance of Sales & Service clouds.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented DML operations of Inserting and Updating records.
* Worked on SOQL and SOSL queries.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements.
* Communicating with executive management on project status and overall project progress against target.
* Involved in Salesforce.com Application Setup activities and customized the objects to match the functional needs of the organization.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, and Reports and developed the Custom objects, Page layouts, Custom tabs, Components and user Dashboards.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail page and edit pages.
* Created workflow rules and defined related actions, time triggered tasks, email alert, field updates to implement business logic.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various reports and for different user profiles based on the need in the organization.

**Environment:** Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Data Loader.

**Client: Peace Home, Hyderabad, India**

**Role: Salesforce Administrator/ Developer. Mar 2014 - Aug 2015**

**Responsibilities:**

* Implemented and customized Salesforce customer relationship management (CRM) for Marketing, Sales and Case Management.
* Design conversion including data mapping from CRM On Demand and Siebel to Salesforce
* Created Visualforce pages to provide customer status to sales team and executive team based on different geographical location filters.
* Authored 20 Apex classes, 12 triggers, and 15 Visualforce pages
* Develop triggers to meet the complex business rules on custom objects by following Apex Best Practices.
* Expanded deployment for customer service reps, partner portal users, and customer portal users.
* Data integration and migration from legacy SAP and excel sheets, using Pervasive for Data Integration, and data loader.
* Helped add Lightning page to SalesForce1/Sales Force One navigation menu
* Built custom License management app for the services team that tracks software license purchases and makes it easy for customers to log in to the portal and download new licenses.
* Resolved issues connected to Call Centers, usage of CTI adapters and Mobile applications
* Implemented Chatter and developed Visual force page for the mobile application.
* Created Customized dashboards for the service representatives and case team members to keep track of the cases assigned to them and to share insight across the company.
* Created user groups and configured workflows and assignment rules to enable proper routing of leads to the marketing members.
* Worked on Salesforce Live Chat integration. The chat feature enhances the sales process by helping customers during their shopping and helps business to know what customers are looking for.
* Created various Reports (summary reports, tabular reports, matrix reports) and Report Folders to assist Service managers to better utilize Sales force and configured various Reports and for different user profiles based on the need in the organization.

**Environment:** Apex, Visual force, Sales force 1, Sales Force One, XML, Data loader, HTML, Force.com IDE, Java Script.