**Mohammed Abdul**

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**SUMMARY**

* **Salesforce Administrator/Developer with around 8 years of experience in IT Industry**.
* Extensively exposed to **creating objects with relationships, fields, record types, escalation rules, assignment rules, validation rules, data migration activities, custom page layouts, custom fields, custom tabs** and other standard functionality.
* Extensive experience in **Creating Roles, Profiles, Email Services, Workflow Alerts, Actions, Validation rules and Approval Processes.**
* Extensive knowledge about **Sales force setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment** of applications to Force.com platform.
* Experience in creating various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics)** and **Report Folders**
* Proficient in **Data Migration** from Traditional Applications to Salesforce.com using **Data Loader** Utility**.**
* Experienced in managing the **data, Forecasting, Campaign Management, Contacts, Leads, Cases, Opportunities, Quotes and Dashboards**.
* Worked on **Salesforce1** platform and Lightning Ready features from Classic to LEX.
* Extensively worked on development of custom components using **Lightning Web Component Framework** following **Security Standards** and **best practices**.
* Developed re-usable UI components with the **Salesforce Lightning Component Framework.**
* Mastery of the Einstein Analytics (Wave) application, including designing and developing sophisticated dashboards, implementing enterprise security and access approaches, and rolling out governance approaches.
* Having good Experience in **integrating** Salesforce.com with **eting eting Cloud** exact target.com using custom **RESTAPI** calls and with salesforce connector AppExchange app.
* Worked on **Integrations** like using Force.com REST API, Exact Target integration and Wave API’s.
* Expertise in handling bulk data by implementing custom apex logic, Bulk,Triggers,BatchApex and Scheduled Jobs
* Good work experience in versioning tools like **SVN**, **GIT** for maintaining code branches and code commits.
* Handled migration and deployment activities using **Data Loader**, **ANT** deployment tool, also having knowledge in **CI/CD continuous Integration** tool.
* Extensively explored and implemented features in **Community Cloud** to meet the business use cases.
* Having the ability to build single page applications using Visualforce, Lightning Framework which dynamically renders by detecting the logged in user experience Classic, LEX and SF1.
* Conducted Knowledge Sharing sessions to multiple project team members by explaining the Lightning features which are **Visualforce** and **Lightning Development**, **Lightning Migration** and **LightningBolt Templates**.
* Salesforce.com **Live Agent** Console setup in **Service Cloud** and experienced in Salesforce.com **Marketing Cloud**.
* Supported Marketo integration with Salesforce.com by using the Marketo Lead Management and Marketo Sales Insights App Exchange packages
* Theoretical knowledge on syncing Zuora with Salesforce, working on Products, Orders, Order Items.
* Helping the team by creating demo data and support at UAT phase by providing immediate bug fixes if any
* Experienced on various UI Technologies i.e... JavaScript, jQuery, SLDS and Bootstrap frameworks.
* Executed multiple projects on various clouds like Health Cloud, Community Cloud, Marketing Cloud, Sales Cloud and Service Cloud with its different features.

**Certifications:**

1. Certified Force.com Developer – Dev 401.
2. Certified Salesforce Admin.

# Technical Skills

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| **Salesforce** | Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production) |
| **Other CRM** | Veeva, Service Max, Apptus, CPQ |
| **Integrating Tools** | Apex Data Loader, Import Wizard, Data Export, Mass Delete |
| **Languages** | Apex, Java, C, C++, SQL, SOQL, SOSL. |
| **J2EE Technologies** | JAVA 1.X, Servlets, JSP, JSTL, JDBC, Struts1.2/2.0, Tiles, Spring, EJB, Web Services, Log4j, Slf4j. |
| **Web Technologies** | HTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API |
| Databases | SQL Server, My SQL, MS Access, DB2 |

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| Professional Experience: |

**Client: PNC Bank, Pittsburgh, PA Nov 2018 – Till Date**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Managed Salesforce integration with existing systems and third-party providers.
* 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.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Created 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.
* Strong Experience in Salesforce Lightning components design and designing compact layouts using Apex triggers, Page layouts, Visual force pages, workflows for Mobile platform.
* Experience in creating Lightning Components and used Lightning Design System to convert existing Visualforce pages to lightning components.
* Interacted with various Business users for requirements gathering.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Installed the Call Centre Applications and Allowed the end users to maintain a track history of customers complaints
* Worked on the Service channel of work items that are received from organization—for example, cases, chats, or leads.
* Implementation of Compliance, Control and Control Tracking for compliances like PCI, FedRAMP and SOC.
* 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.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* 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.
* 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.
* Configured the External Routing for Omni-Channel and Integrated third-party routing with Omni-Channel to give the support team more routing options for the tasks.
* Involved in using Lightning, Process Builder and Workflows. Worked on customization of visual force to have Lightning Experience for desktop and mobile applications.
* Create and maintain email reporting dashboards, conduct A/B testing and provide test results to the Marketing team to drive segmentation, delivery and content decisions.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Used Web Services like SOAP, REST framework to exchange information on exchange rates.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic and Interactions
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data clean up and/or Data migration to/from salesforce.com

**Environment:** Saleforce.com platform, Apex Language, CPQ, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightning design system (LDS), Health Cloud, Custom Objects, RESTful API, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: Edward Jones, St. Louis, MO May 2017 – Oct 2018**

**Role: SFDC Developer/Administrator**

**Responsibilities:**

* Understanding the existing CRM application, data model, integrations and Project Structure.
* Performed the role of Salesforce Developer in the Organization.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface
* Involved in creating and customizing Email template and configuring them to   the email alert within the workflow rule for a standard/custom object.
* Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Worked towards explaining the capabilities of Veeva IMS to the business in layman's terms while also being able to be "hands-on"
* Development of SFDC B-2-B solutions using Cloud craze, Marketing Cloud & Service Cloud Infrastructure.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Experience in Force.com development with exposure to Wave, Heroku, and Lightning.
* Involved in implementation and Design of Cases and Issue with Order Management and Product Return module.
* Implemented Wave Analytics, created datasets, dashboards and apps for Opportunity, Accounts and Cases.
* Familiar with Salesforce latest product launches including Wave Analytic.
* Maintaining the Salesforce Applications and Veeva Instances for various operations.
* Developed wave dashboards using Salesforce platform as the backend.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user Interface.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Experienced in marketing cloud as a consulting and implementation services.
* Worked on Heroku connect to build apps. Used Heroku processes for deploying.
* Contributed towards HLD and LLD phase and design documents preparation by integrating different modules.
* Worked on salesforce standard objects (accounts, contacts, leads, opportunities).
* Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Maintenance of CRM functionality implementing SFDC.
* I also worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules, and contract templates.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects
* Integrated Salesforce.com with external systems like Oracle and SAP   using SOAP API and REST API.
* Integrated applications with salesforce.com using SOAP web services API.
* Used Informatica Power Exchange for integrating the SFDC with legacy system.
* Implemented communities and built external pages.
* Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
* Responsible for writing SOQL and SOSL queries.
* Used Sandbox for testing. created, managed packages and migrated them between Sandboxes and Production environments for final implementation

**Environment:** Saleforce.com platform, Apex Language, Visual force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Agile, Informatica, ETL, Canvas, Apex Triggers, SAP, Reports, JSON, REST, SOAP, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, XML, Java Script, Web services, WSDL, SFDC Sandbox, Lightning ,Eclipse IDE Plug-in, Oracle 10g, Windows XP

**Client: State of OR, Portland, OR Sep 2015 – Apr 2017**

**Role: SFDC Developer/Administrator**

**Responsibilities:**

* Data model creation and redesigning the existing application to built a robust with best practices.
* Involved in Architectural design decisions, Monitored offshore team by providing technical design and feasible solutions.
* The community portal completely built using Lightning Components and SLDS. App is built on Customer Service Napili template including custom components.
* Implemented responsive components using Lightning Framework which are supporting Lightning Experience, Classic and Salesforce Mobile App(SF1).
* Has done integrations and used the salesforce marketing cloud connector V5 to connect to multiple salesforce orgs.
* Used SOAP & REST API to invoke triggered sends and create redundant data.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Build Documentation for the end users and managers for easy navigation and access.
* Effectively communicate between technical, operational and strategy groups.
* Created many Data extensions to accommodate custom scenarios. Configured and designed journey’s using journey Builder.
* Automated the import, extract and query activity using Automation Studio. Used Dynamic content for subject lines.
* Handled entire application sharing standards using Role hierarchy, Criteria Based Sharing Rules, Permission Sets, Territory Management and Apex sharing to meet the business requirements.
* Enhancing the business logic and handled apex controllers to support multilingual, multicurrency for multiple businesses in one application.
* Developed configurable logic using custom labels, custom settings and custom meta data types.
* Implemented complex custom apex logic using best practices and sharing standards.
* Created new and also redefined existing bulk triggers which support bulk data and process the records to meet business process along with error tracking for each record.
* Worked on code optimization using the best practices of Salesforce in order to increase the performance of the application by considering the SFDC Governor Limits.
* Worked on setting up the entire process for development, deployment.
* Expertise in designing the application based on various clouds like Sales, Service, Marketing, Health Cloud to meet the appropriate business need.
* Played a vital role in the project by handling millions of records with bulk triggers logic and tracking the status of each record which is generic to all objects.
* Code commits to the different branches based on the sprint cycle and supported QA by providing necessary business details.
* Helping the team by creating demo data and support at UAT phase by providing immediate bug fixes if any.
* JIRA is used for effective tracking of stories, sprints and their status.

**Salesforce Features:** SalesForce.com, Force.com, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, Apex Web Services, Analytic Snapshots, Lightning(Aura), SLDS, Security and Sharing, Community Cloud, Marketing cloud, Journey builder, Lightning Bolt, REST & SOAP

**Client: Revolent Group, Chicago, IL Feb 2014 – Aug 2015**

**Role: Salesforce Admin**

**Responsibilities:**

* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* 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 for different user profiles based on the organization’s need.
* Implemented the requirements on Salesforce.com platform and Force.comIDE Plug-in using Eclipse.
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Involved in Datamappingspecifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Developed VF components in mobile apps.
* Created and used Email templates in HTML and Visualforce.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs.

**Environment**: Saleforce.com platform, Apex Language, Apex Triggers, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: Hub soft Solution, Hyderabad, India** **Jun 2012 – Dec 2013**

**Role: Java Developer**

**Responsibilities:**

* Involved in the requirements gathering, analysis, and coding, testing and successful launch of the project.
* Involved in understanding the requirements.
* Designing application based on business inputs.
* Develop front-end user interfaces based on documented requirements–Workedinanobject oriented development environment.
* Analysis of new Design requirements
* Design of new Changes and Development framework
* Created and Executed Unit Test cases as per the Business Requirements.
* Performed functional testing in the Application.
* Responsible for daily, weekly status updates showing the progress of Application.
* **Tools:** Java, J2EE(JSP, Servlets, XML),Oracle, SQL Server,DB2,Windows XP, LINUX,UNIX,RSA, Eclipse SDE, Maven, Struts, Spring, JavaScript, HTML.

 **Bachelors In Computers Science (Osmania University ) 2012**