**Farheen Hashmi**[**Farheenhashmi91@gmail.com**](mailto:Farheenhashmi91@gmail.com) **(847) 893-9571**

**Professional Summary:**

* Over 8years of experience in application design, customization, development, support which includes Salesforce **CRM** platform as Developer and Administrator.
* Expertise in designing and developing lightning component to implement custom application as per the functional needs.
* Expertise in developing **Apex classes, Controller classes** and Apex Triggers on Force.com platform to customize application according to the functional needs.
* Expertise in implementing Visual force pages, **S-control, Web Services**, Lightning Components, Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards to achieve complex business functionalities.
* Hands on experience in Salesforce.com configuration in creating the **Custom Objects**, various types of Custom fields, buttons, links, Record types, Custom Formula Fields, Field Dependencies, **Validation Rules, Workflows**, and Approval Processes.
* Expertise in Developing **VisualForce pages** (UI Pages) using **AngularJS** and **Bootstrap CSS**.
* Strong experience in Black box functional testing, **GUI** testing, regression testing, smoke testing and integration testing.
* Experience in Aura Framework and **Lightning** Bundle.
* Proficient with **Sales Cloud**, **Service Cloud, Jenkins, Call Center, Force.com, Chatter, Lightning** and **App-exchange** on Salesforce.
* Hands on experience in creation and maintenance of Jitter bit Jobs for real time Data integration from one org to another org.
* Involved in end to end **QA** and **UAT** testing and validation of **CPQ** including Products, Pricing, and Quoting etc.
* Hands on experience in creation and maintain Batch jobs and Scheduled jobs
* Expertise in writing the **SOQL** and **SOSL**.
* Administer CTI Integration Applications
* Expertise in creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Expertise in developing Custom Web Services for handling inbound requests and outbound calls to external Web Services
* Experience in deploying Customization and code base from Sandbox to another environment by ant build tool and Change Set.
* Experience in working with Salesforce.com sandbox and production environments.
* Worked on creating Scratch Orgs using **Salesforce DX**.
* Experience working with Eclipse IDE, Sublime with Mavens mate and Force.com Plug-in environment.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Well versed with analyzing company processes, translating business workflows into accurate Salesforce.com workflows and configuring Salesforce.com to meet business needs.
* Hands on experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Experienced in Web technologies like **HTML, CSS**, and Java Scripts and Java technologies like JDK, J2EE, JSP, and Servlets.
* Proficiency in Object Oriented Programming like **JAVA**.
* Good Understanding and well implementation of Software Design Patterns.
* Good command in database development using **SQL** in **MYSQL**, Oracle and **SQL Server**.
* Debugging and Troubleshooting Production Issues
* Worked in all stages of Software Development Life Cycle (SDLC), Systems Analysis, Design, Development, Testing and Implementation.
* In-depth understanding of **CRM** business processes like Order Management, and Case Management.
* Worked in different agile methodology like **SCRUM** and **XP**.
* Team player with good Interpersonal skills, strong understanding of fundamental business process, excellent communication, organizational and problem solving skills.
* A quick learner to new concepts, Applications and implement them in the project successfully.
* Self-sufficient, **flexible**, and motivated team player capable of managing several activities simultaneously and accustomed to working in both large and small team environments.

**Education:**

Bachelors from Osmania University, India.

**Certifications:**

* SALESFORCE PLATFORM DEVELOPER 01 CERTIFIED.
* Salesforce Certified Administrator.

**Technical Skills:**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Salesforce Lightning, Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, AppExchange, Web Services, REST API, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls, Analytic Snapshots, Sandbox development and Lightning Components. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Offline Edition, Force.com Platform (Sandbox and Production), Data Loader |
| **Programming Languages** | Java, Java Scripts |
| **Web Technologies** | HTML5, CSS3, Bootstrap CSS, Angular JS |
| **Operating Systems** | Windows 10/7, UNIX, Mac X |
| **Databases** | SQL Server, MYSQL, Oracle 10g/9i |
| **Methodologies** | Agile Scrum and XP |
| **Tools** | Jitter bit, SOQL Explorer, Jenkins, Perforce,  GitHub |
| **Framework** | Selenium Web Driver. |

**Professional Experience:**

**Wells Fargo, SFO, CA Jan’19 – Till Date**

**Sr. Salesforce Lightning Developer/Admin**

**Responsibilities:**

* Responsible for gathering requirements from key users.
* Implemented Marketing and Sales processes covering Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management etc.
* Implemented app-exchange applications.
* Responsible for porting custom java script buttons into lightning experience
* Replaced visual force pages with custom lightning components
* Build Number of **Lightning components** which intern used again in a different Lightning Pages.
* Worked with private managed package reusable lightning components.
* Integrated Apex with External services by making callouts that used SOAP and WSDL
* Demonstrated expertise in Sales cloud, Service cloud, Marketing cloud, Health Cloud, Partner portal and Customer portal.
* Working with end to end Service cloud implementation like case management, CTI integration.
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, **SOSL** an **SOQL** queries, Locking statements, Transactional control and Exception statements to invoke Apex triggers
* Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a certain date and added them to the archive.
* Worked with Ajax toolkit to invoke Apex through anonymous blocks and Public web service methods.
* Worked with Anonymous Blocks that could be compiled and executed using System Log Console, Force.com **IDE** and **Web Services API** call.
* Worked with components, functions and global variables to embed links to default actions for creating new Accounts, Contacts and other standard objects.
* Worked with Standard Controllers and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested Visual Force pages.
* Exposure to Call Routing/Strategy Capabilities, CTI Integratoion, and T-Server operations
* Implemented service cloud functionality like case management, field service management and CTI integration
* Worked with Visual Force components to customize captions, headers and footers of a table and to embed a standard list view of an object's records.
* Worked with Visual Force List Controllers to act on a set of records with pagination and iterate over a list of records to produce output in a list.
* Delivered Health Cloud project to create a centralized member and provider 360 experience for Medicare Advantage members, brokers and providers. Delivered 12-month project in an accelerated 7-month timeline.
* Worked with Visual Force Style sheets and Static Resources to augment all standard styling on a Visual Force page and utilize un-stylized text output to gain full control when iterating over lists of data.
* Laid the groundwork for the Force.com platform by creating custom objects, fields, tabs and filled object data using Data Loader.
* Specialized in the area of Computer Telephony Integration CTI Integration, Universal Routing Server (URS), IRD, T - Server and Stat Server.
* Modified simple workflows to incorporate Email Alerts and Field Updates.
* Scheduled retrieval of report data to be used with Analytic Snapshots.
* Worked with Formula fields for calculation, related object display, integration and data realization.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
* Worked with Profiles and Administrative permissions to grant/deny users access to platform features.
* Worked with Setup Audit Trail to gather information about client usage.

**Environment:** SalesForce.com CRM Application Platform, Lightning Components, Apex Language, Visual Force, S-Controls, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.

# Boston Scientific, Minneapolis, MN Nov’16 – Dec’18

# Sr. Salesforce Developer

This project implemented Unlimited Edition to computerize the office activities, and the client wanted to enable their employees to work more effectively with their own social networking site. It deals with the collection of patient information and diagnosis details. It also has a search facility. Users can search availability of doctors. The main function of the system is to store patient and doctor details and retrieve them when needed.

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Performed the detailed analysis of functional and technical requirements; designed and deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects.
* Demonstrated ability to translate customer requirements into specification.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Worked closely with sales team and business analysts and performed detailed analysis of business and user Requirement, designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* 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.
* Worked with various Salesforce.com standard objects like Users, Contacts, Ant scripts,
* Reports, Dashboards.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization. 
* Involved in Business Requirement meetings like gathering information for IT team and analyzing the information provided by Business users.
* Involved in creation and maintenance of custom objects, tabs, Jenkins, fields, Record types, page layout as per business requirements.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages. Automate processes and develop programs for departments within the company using Visual Studio, SQL, and Apex.
* Implemented pick lists, dependent pick lists, and validation formula fields to the custom objects.
* Configure Salesforce and marketing cloud integration user along with configuration in Salesforce. Worked in marketing cloud (Exact Target). Developed the view pages using HTML, Ant scripts, JavaScript for client-side development and validations.
* Worked with Salesforce.com Reports, Dashboards and deployed several Reports using Salesforce.com platform.
* Involved in customization of various Visual Force Pages for Salesforce users as per requirements.
* Developed Lightening components and Lightening apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Created Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Developed triggers to support business process and Custom Buttons.
* Worked in Agile environment, Ant scripts, Jenkins as of solving the issues within deadlines.

**Environment:** Salesforce, Import Wizard, Data Loader, Visual Force Pages, Reports & Dashboards, SOQL, SOSL, Sandbox, Triggers, Eclipse IDE Plug-in, SalesForce.com, Etfs, Lightening, Jitter bit, Jenkins**,** Mozilla Firefox, Internet Explorer, Microsoft Excel.

**Ace Insurance, PA Jan’15 – Oct’16**

**Salesforce Developer & Administrator**

The ACE Billing System is a Force.com Custom Application residing inside the ACE Inc. Salesforce.com instance. A Custom Application is defined as a collection of Tabs.

This application agenda is to create billing system, loading valuation data and configuration and billing information for client ACE deals.

# Responsibilities:

* Developed visual force pages for bringing new dealers on board and load all their information into new records in a custom object.
* Created apex triggers to obtain complex functionality based on the given criteria.
* Crated Catalogues for Custom objects, Standard objects and Managed package objects into the ACE salesforce instance.
* Developed Apex Classes and controllers to achieve the salesforce out of box functionality.
* Enforced best practices and developed unit tests to achieve good coverage for the apex classes.
* Developed custom reports, report types, dashboards for better accessibility of the data.
* Created custom and Apex sharing rules for different objects to limit the record accessibility.
* Created custom objects, fields, tabs, record types, junction objects, master-detail and lookup relationships, page layouts & search layouts to support the business needs.
* Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Worked on Apex Triggers and Batch processing the data.
* Created Workflow rules, Approval Process, Email Alerts and Tasks according to the requirements.
* Used data loader to import and export data from salesforce.
* Worked on Sandboxes for developing, testing and migrated the code to different instances after testing.

**Environment:** Saleforce.com platform, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in Client.

# Volvo IT, Bangalore, India Jul’12 – Nov’14

# Salesforce Developer/Administrator

This Application is implemented to consolidate sales management for all the regions. Salesforce CRM Application was developed to provide customized solutions to the Sales team to keep track of their customers, their contact information and their opportunities in Pipeline.

# Responsibilities:

* Involved in various stages of Software Development Life Cycle (SDLC) including Integration of Salesforce with other systems using Apex Web services WSDL and outbound messaging.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record Level and Field Level security and configured their sharing settings.
* Developed various Visual force pages and embedded them into the page layout for customization.
* Developed test cases for the Apex Classes, Triggers and the Controllers.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* 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.
* Worked on Loading and Managing the Data using Apex Data Loader.
* Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals and validation rules.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Used the sandbox for testing and created managed packages and migrated them between Sandbox and Production environments.
* Designed Service cloud console to find, update, and create records quickly.

**Environment:** Saleforce.com platform, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE.