**Irfan M**

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**PROFESSIONAL SUMMARY:**

* Around 8 years of experience in IT with more than 1+ years of experience in JAVA and more than 6+ years of Salesforce experience as an Administrator and Developer on integrating enterprise applications using Force.com, Visualforce, and Apex with Salesforce customization, security access, workflow approvals, and support administration in salesfore.com CRM.
* Experienced in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
* Experience in development, configuration, Implementation, and Support of sales force CRM, and Sales Force applications based on Apex Language and leveraging Force.com Platform world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
* Experience working with salesforce1 mobile application development and customizations.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, and Apex classes
* Experience in Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Integration, REST, SOAP based Web Services, Force.com API, SOQL and SOSL, Salesforce App Exchange and JAVA and C# on demand.
* Hands on experience implementing Role Hierarchies and Sharing Rules for system security design.
* Experience in working with Force.com Standard Objects Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.
* Well versed with current releases of Salesforce and hands on experience in new features such as lightening and Communities.
* Experience in Standard and Custom Controllers in Visual Force for development of custom visual force pages and components as required by business requirements.
* Used different data tools - Apex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* Experience in migrating data from various systems into Salesforce CRM using Data ETL tools - Informatica on Demand, Cast Iron, and Data Loader.
* Worked with business process owners to understand their requirements for Salesforce Marketing Cloud application.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center.
* Developed responsive Visualforce pages by using native components and HTML5 tags in the Visualforce pages. Written Visualforce pages to have look and feel same as Lightning.
* Experience in using the Workbench tool for SOQL queries, SOSL and the REST Explorer.
* Experience in using the Force.com Explorer to browse data model schema, custom objects, fields, build and test SOQL queries.
* Worked on consolidation of all existing Workflow rules in the new Lightning Process builder flows and created one process builder for each object and managed all actions in the single flow.
* Worked in all stages of Software Development Life Cycle (SDLC).
* Interacted with Customers for requirements elicitation and created BRD for Salesforce.com implementations.
* Trained staff and executives to use the Salesforce application system.
* Proficiency in in developing Web based applications using C++, C#, Java, Java Script, .NET, XML, HTML, Microsoft Visual Studio, IIS Web Server, PHP, UNIX and PERL.
* Expertise in Object Oriented Programming involving Analysis and Design and Development of web-based applications using Java technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce.Com Technologies** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, AJAX Workflow & Approvals, Dashboards, Reports, Custom Objects, Validation Rules, Visual force (Pages, Components and Controllers), Import Wizard and Data Loader |
| **ETL/Integration Tools** | Force.com Data Loader, Force.com IDE Plug-in, Talend 5.4.1, Talend MDM |
| **Web Technologies/ Tools** | HTML, CSS, JavaScript, WSDL, Adobe Photoshop, AJAX, Dream weaver, XML, Visual Studio, MS Project, MS Visio, Rational Rose, SharePoint. |
| **Languages** | Apex, C, C++, Java, PL/SQL, VB, UML |
| **Database** | Oracle, MS SQL Server, MySQL, MS Access  |
| **Operating Systems** | Windows Variants, UNIX, LINUX |

**CERTIFICATION:**

* Salesforce Admin (201).
* Salesforce Platform Developer 1.

**PROFESSIONAL EXPERIENCE:**

**Pros, Houston, TX Dec 2019 to Till Date**

**Sr Salesforce Lightning Developer**

**Responsibilities:**

* Requirements gathering and doing configuration and customization according to business requirement
* I was involved in estimation and analysis for migration from classic to lightning.
* Created custom objects and custom fields in Lightning experience
* Involved in creating a component for custom buttons which are not supported in lightning.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* I was involved in developing Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce Support, communities and Chatter groups.
* Worked on preparing Technical Design Document.
* Written Apex Triggers on Account, contact and opportunity to automate business process.
* Written Apex Classes, Batch Classes and Schedule class according to the business requirement.
* Doing bulkification of the trigger using Collections like list, set and Map. Developed and executed marketing campaigns using Marketing Cloud's Email Studio
* Writing relationship SOQl queries according to the business requirement.
* Developed Visualforce pages using standard controller, Custom controller and extension controller.
* Worked on Soap API and Rest API to design and support web services platform.
* Experience with implementing Salesforce Field Service Lightning (FSL) product, FSL Mobile, or a like Field Service product.
* Implemented Data Loader to load data from Marketing Cloud to Service Cloud
* Developed the batch process to load data from external system to Salesforce.
* Sent an Email Notification to the Partner through Process builder once after approving the access to purchasing records.
* Used Service Max App exchange field service Lightning (FSL) for efficiently managing the customer contracts.
* Worked on agile Process.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals
* Worked on visual force pages and its attributes.
* Worked on Process builder for automating the actions such as creating and updating the custom object records.
* Extensively Implemented Agile Methodologies, i.e., Test Driven Development (TDD) with Continuous Builds and controlling iterative and incremental projects.
* Writing Experience in Implementation, and Support of Salesforce CRM, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform.
* Worked on Visual flow for achieving the user triggered actions for displaying customer information on the screens.
* Worked on Process builder for automating the actions such as creating and updating the custom object records.
* Worked on Batch classes and wrapper classes to improve the work efficiency.
* Wrote SOQL and SOSL queries within custom controllers, extensions and triggers.
* Worked on External enterprise applications with Salesforce using Metadata API.
* Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for your organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on Sales cloud in opportunity management, account management.
* Involved in Salesforce.com Application support activities and customizing the apps to match the functional needs of the organization.
* Performed other administrative tasks such as managing Accounts, Contacts and Cases, setting workflows and approval process for approving new accounts and other business process.
* Provided Case Management by Configuring Email-to-Case for end user to submit a case through Outlook.

**Environment:** Exact Target/ Marketing Cloud, Apex, Visual force, Apex Classes, SOQL, Lightning Components, Apex triggers, Lightning, Visual force, Pages, Batch Apex, Schedule Apex, SOAP, REST, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing.SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, DTS, BCP, SQL Profiler, Import & Export Data, Windows 2000 Server, MS Office Suite (Word, Excel, PowerPoint, Outlook), SQL, MS Project, Apttus CPQ, Ant script.

**State Farm Insurance, Fairfax, VA Apr 2018 to Nov 2019**

**Sr Salesforce Developer**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Integrated Apex with External services by making callouts that used SOAP API and WSDL.
* Customized the dashboards to monitor lead activities based on sales geography.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Written SOQL queries against force.com API.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Validating the Field Service Lightning (FSL) functionalities using ServiceMax.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Setup and Implemented Salesforce marketing cloud 2.0 org.
* Developed different Visual force Pages to suit to the needs of the application using different Visual force components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and migrating components or applications within the organization.
* Integrated the Web services for extracting the data from external systems to display in the pages of Salesforce.
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and s-controls, created rule based automated workflows.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Technical Knowledge in Lightning Experience and Lightning App Builder.
* Expertise on Testing REST API using Robot Framework and SOAP UI
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.
* Developed various Custom Reports and deployed them for different business user levels.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Generated different reports like standard, summary and matrix for quarterly and half yearly sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.

**Environment:** Saleforce.com platform, Apex Language, Visual force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Sales cloud, REST API, Informatica, Apex Triggers, Reports, Custom Objects, SOAP API, Custom Tabs, Email Services, Security Controls, HTML, JavaScript, Web services, WSDL, SFDC Sandbox, Eclipse IDE Plug-in, Oracle 10g, Windows XP.

**Texas Medicaid & HealthCare Partnership (THMP), Austin TX Sep 2016 to Mar 2018**

**Salesforce Admin/Developer**

**Responsibilities:**

* Creating application to maintain the details of the product from demand phase to production phase.
* Coordinated business process review meetings with multiple teams to establish standard workflow processes.
* Experience on Salesforce modules objects like Campaigns Management, Leads and Opportunities.
* Designed, Implemented and developed the Custom Objects, Page Layouts, Custom Tabs, and Components to suit to the needs of the application.
* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Worked in designing and developing applications using force.com APIs along with rapid prototyping
* Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Defined Lookup and Master-Detail relationships on the standard and custom objects.
* Created Roll-up Summary fields to aggregate data from child records on the parent.
* Used Field-level Security to ensure that protected data Security is only shared with authorized persons.
* Implemented SFDC web-to-lead functionality into the corporate site to make lead management simple and efficient.
* Created Visualforce Pages to provide UI to the custom objects.
* Developed and maintained SFDC analytical reports and dashboards for management review and planning for accurate forecasting purposes.
* Wrote custom controllers implementing complex code for retrieval from Sales Force to Visualforce pages.
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
* Created Visualforce pages to provide customer status to sales team and executive team based on different geographical location filters.
* Developed triggers to meet the complex business rules on custom objects by following Apex Best Practices.
* Wrote test methods and test cases with code coverage of more than 75%.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Created auto assignment rules using the workflow process to route tasks.
* Handled administration, maintenance and support of Salesforce modules for 50 users.
* Designed and Developed page layouts according to the user requirements.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions.
* Knowledge of Product Configuration & Rules, Commerce Process, Document Engine and Pricing functionality of Oracle Big Machines CPQ Cloud.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Force.com IDE, change sets, sandbox, windows.

**Nielsen Holdings, New York Jan 2015 – Aug 2016**

**Salesforce Admin**

**Responsibilities:**

* Support daily operations of user systems including maintaining users, profiles, Roles, security.
* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Creation or customization of custom or standard objects which include Leads, Accounts, Contacts, Opportunities, Products and Cases.
* Involved in activities related to Saleforce.com setup, Configuration, Customization, Administration, Development, Data Migration and deployment of application to force.com platform.
* Worked on Visualforce Language to develop Visualforce pages, overriding buttons, links and tabs, custom components, templates, integrating email etc.
* Created several workflows by defining rules, approval processes and related actions, which include creating related and time triggered tasks, email alerts, filed updates to automate the business process.
* Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements.
* Worked on the Eclipse IDE with Force.com plug-in environment for writing Business logic in Apex Programming Language, testing and deploying.
* Administrator for different salesforce.com CRM application for sales cloud and service cloud.
* Developed and deployed workflows for opportunities and products management.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom Dashboards for manager’s homepage and gave access to dashboard for authorized people for individual divisions.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Supported end users with solutions and issues they face with any functionality.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in Windows 7.

**Infosys , India Jun 2013 – Nov 2014
Java Developer
Responsibilities:**

* Involved in designing the system based on UML concepts which include class diagrams, data flow diagrams, state diagrams using Rational Rose Enterprise Edition, sequence diagrams.
* Involved if design, implementation, testing, deploying and enhancement of the application.
* Stored procedures and developed data model.
* Using JSP and HTML designed and developed web pages along with JavaScript for client-side validation.
* To process update information developed servlets.
* Involved in maintenance and production support of the application documented design and functional aspects of the application.
* For communication with database used JDBC.
* Based on MVC architecture standards involved in design and development of the application in n-tier fashion and utilized struts frame work.

**Environment:** Java, Java Beans, Servlets, JSP, MVC, JMS, EJB2.0, Weblogic8.1, ORACLE8i, JavaScript, XML, HTML, DHTML, Windows XP.