Shahid Malik Z

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Career Objectives:

To acquire a position in an organization where my skill set fulfills their requirements along with enhancing my leadership abilities and thus allowing me to show my potential and attaining mutual growth with the company.

Professional Summary/Technical Details:

- Total Work Experience of **2 years** and **8 months** of IT Experience in Salesforce CRM.
- Working as Systems Engineer at Tata Consultancy Services ,Hyderabad (April 2018 to til now)
- Excellent Communication Skills
- Good Team Management Skills
- Experienced with **Agile / Scrum** and **Waterfall Development** methodologies.
- Good experience on **Salesforce full cycle project implementations.**
- Having knowledge in **LWC** and **Salesforce Lightning**.
- Hands on experience with **Apex Language, Apex Trigger, Apex Class and Visual Force (Page, Component & Controllers)**
- Extensive exposure of using declarative features like **Lightening Flows, process builder, workflows, validation rules, Batch apex** and **Scheduled apex** for satisfying complex business process automations.
- Created Reports and Dashboards, page layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
- Identify relationships and converting to sales force custom objects, lookup relationships, junction objects, master-detail relationships.

Technical Skills:

- **Enterprise Application:** Salesforce CRM and Salesforce Development.
- **Programming skills:** Apex Programming, VisualForce
- **Web Technologies:** HTML, CSS
- **Database:** SQL

Project Details:

Health care : Humana CarePlus Health Plans

Description: Humana offers Medicare HMO plans to provide the services to customers, focusing on wellness, prevention, and disease control. Enrollment in CarePlus depends on contract renewal. Every year, Medicare evaluates plans based on a rating system. Each member can see all his present tickets, past tickets and can also provide feedbacks about ticket resolution.

Team size : 5

Roles and Responsibility

- Created Member card 360-degree view that help connect and engage every patient, member, employee, and partner.
- Developed Batch Apex, Triggers and written Test classes for code coverage.
- Developed a reusable Apex Class which inserts the Error log Object records.
- Deployed the code changed by using Copado and Change sets.
- Created community for the Project to Login & Registration Page, Setup Community Profiles and added Lightening Web Component in to the project.
- Creating data model objects and fields

CRM Application used by Call Center Agents for regular customer interactions.
- **Customer**: Humana CarePlus
- **Tools:** Salesforce CRM

Responsibilities:

- Implemented modifications in existing applications to meet changing business requirements.
- Handling and resolving the production issues on time.
- Hands-on experience with Siebel CRM configuration tools,Lightning Flows, Integration.
- Responsible for taking technical and functional sessions for the new joiners.

Award/Recognition:

- Received **On the Spot Award** in TCS for solving critical production defects.
- Received multiple **appreciations** from client regarding on time delivery.
- Achieved the **Salesforce Platform Developer 1** Certification.
- Completed the **Copado Admin** Certification.

Academic Credentials:
- B.TECH (Electrical and Electronics) from S.K University ,Anantapur , A.P with an aggregate of 72%.(2013-2017)
- 12th from Board of Intermediate education, Sri Chaitanya Jr college, Anantapur, A.P with an aggregate of 93.2%.(2013)
- 10th from Board of Secondary education ,Sri Krishna School, Anantapur, A.P with an aggregate of 82%.(2011)

Personal Profile:

Hobbies & Interest:
- Indian Stock market Trader and Investor
- Singing and Listening to Sufi songs.
- Playing chess

Strengths:
- Self-motivated, Hardworking and punctual.
- Adaptable person
- Quick learner

Declaration

I hereby declare that the details provided are correct and I take full responsibility for those furnished above.

(Name : Shahid malik Z)