Sameer Khan

[sameer.nkhan14@gmail.com](mailto:sameer.nkhan14@gmail.com)

(773)-359-3001

**PROFESSIONAL SUMMARY:**

* Salesforce developer with 7+ Years of IT experience that includes around 5+ years of experience in Salesforce.com CRM Platform. 2 years of experience in developing applications using Java/J2EE technologies.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, Sales, Marketing, Customer Service, and Support Administration.
* Expertise in SFDC Development using Lightning Application, Apex Language, Visualforce Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide defaults, Sharing rules, Work Flows.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Good Experience in Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Created Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader, Admin Garage, and Lexi Loader.
* Conducted Gap Analysis on Vlocity Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile Apps by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.
* Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
* Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, Ant Migration tool kit and Eclipse.
* Expertise in maintaining the functional areas of Data Management, Campaigns, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.
* Strong knowledge in AppExchange Applications for integrating with third party applications.
* Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Data loader and Import Wizard.
* Experience working with the Financial Services Cloud to provide personalized service to the client and increase productivity.
* Provided technical architecture strategy and guidance for Salesforce rollouts, and assisted with design for adoption strategy.
* Supported and provided recommendations to the COO, CTO, VP of Sales, and VP of Services by tailoring Salesforce.com to meet agile business needs.
* Recommended, designed and implemented a marketing process in Salesforce to automate communications between Sales and marketing, associated campaign influence on opportunities for ROI reporting, and to provide real time status on campaign members.
* Analyzed current processes and made recommendations for automated notifications to Sales Reps when maintenance renewals are due and when outstanding invoices need attention, standardized sales reports, installed and trained users in Cirrus Insight to track sales appointments for call reports.
* Experience in SFDC Integration using Web Service and Apex Programming, App-Exchange Packages & Custom Applications, Salesforce.com Service Cloud expertise.
* Experience working with Sales cloud, Health Cloud and Service cloud.
* Extracted the data from salesforce.com application into the external databases like SQL, DB2 for generating large data reports.
* Experienced in scripting languages like HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX Web Services API development skills and Javascript, Web Services-Axis.
* Analyzed sales, marketing & customer support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Worked as a developer as well as a Business Analyst for full-cycle projects, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.

**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, ServiceMax, Apptus, Apttus CLM |
| **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 |

**EDUCATION:**

Bachelor of Science, DeVry University Chicago 2013.

**WORK EXPERIENCE:**

**Client: Express scripts, St. Louis, MO Jan-2019 to Present**

**Salesforce Developer/Admin**

**Responsibilities:**

* Responsible for requirements gathering from business users and preparation of technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* Created Reports and Dashboards according to the business user’s requirement.
* 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.
* Worked with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Developed a landing page using the Visual force. Worked as a legacy for creating new roles and profiles in the organization.
* Successfully configured the Marketing Cloud Connect (formerly the v5 Salesforce Integration) to connect the digital marketing capabilities of the **Salesforce Marketing cloud** with the data management, segmentation and campaign management tools in Salesforce.
* Designed and developed customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies.
* Implemented Sales force Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud Call, Center, Chatter & App-exchange applications.
* Worked on Health Cloud and involved in configuring and integration of CTI for Inbound and Outbound calls.
* Worked on Health Cloud and Service Cloud with functionalities like Opportunity Management and Case Management.
* Developed integration between Salesforce and DocuSign for signing ceremony, viewed signed documents and updated Salesforce data based on user actions.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Understanding Marketing cloud application, web services and requirements for automating web services.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Using Data Loader and Import Wizard for Data Export, made Updates and Backup for the organization.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts & Custom Coaching Plans.
* Implemented Single Sign-On with SAML on force.com
* Created Public Groups, Queues, Permission Sets, Profiles, Users & Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, and Visualforce Sites) for business support and technical support for its channel customers.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Experienced in designing UI using Visual Force Pages. Wrote Test Scripts for various scenarios.
* Migrated metadata from one sandbox to another sandbox using Force.com IDE tool.
* Used Web Services like SOAP API and Rest API to integrate with external systems.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Performed Unit, Integration, Regression and User Acceptance Testing.

**Environment:** Force.com, Apex, Service Cloud ,Salesforce Marketing cloud ,Data Loader, Health Cloud ,Import Wizard, Marketing cloud, Vlocity , Eclipse IDE, Triggers, Custom objects, Layout, SOQL (Salesforce Object Query Language).

**Client: Dell, Dallas, TX June 2017 – Dec-2018**

**Salesforce Lightning Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created many Lightning Web Components and server-side controllers to meet the business requirements. Migrated the standard and custom objects in standard experience to lightning experience.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* 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.
* Used Lightning framework to integrate with legacy systems like SAP, Microsoft and oracle.
* Development, implementation and update focusing on Sales cloud and Service cloud.
* Developed various Custom Objects, Tabs, validation rules, Components.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Enhanced Apex Class and Visualforce Page to create a custom Related List, showing activities for selected contacts or clients.
* Designed and developed Velocity for a couple of telecom clients.
* Managed ongoing support requests and administrative needs of users.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases and Solutions.
* Configured Salesforce and marketing cloud integration users along with configuration in salesforce.
* Performed administrative tasks such as managing Accounts, Contacts and Cases, setting Workflows and Approval Process for approving new accounts and another business process.
* Administered, configured and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* Wrote an Apex Trigger on Contact for cross-object field update for reporting purposes.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Visualforce Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Created new User Interface using JavaScript, HTML and CSS in Visualforce Pages.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* Case Assignment Rules to direct the case to appropriate groups such as Stories & PCS Central Support.
* Case Management by Configuring Email-to-Case for the end user to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using Change Set.
* Involved in Test configuration Apttus within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.
* Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.

**Environment:** Salesforce.com, Service Cloud ,Apex Classes, Controllers, Triggers, Visual force, Force.com, Dashboards, Sales Cloud, Service Cloud, Data Migration, Informatica, Health Cloud , SOQL, SOSL, Vlocity Workflow & Approvals, Data Loader, Java Ant, Custom Reports, Oracle, Windows.

**Client: Santander Bank, New York City, NY Feb 2016 – May 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked on various standard Objects like Leads, Accounts, Contacts, Opportunities, Products, and contracts that helped the company maintain their information and make sales.
* Created many Roles and Profiles for the organization, which helped them in maintaining the Security for different individuals working in the organization.
* Developed Validation Rules for the Custom Objects and Approvals for some fields.
* Implemented Field level Security, Profile, and audit trail setup.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes.
* Created several Validation Rules, Custom buttons, and links on custom and standard objects.
* Created many of the custom controllers and custom buttons which are used in the Salesforce Visual force pages.
* Developed APEX class, Controller class and APEX Triggers for various functional needs in the application.
* Created the many of the Reports and Dashboards, which helps the sales team in marketing their product.
* Created Visual Force pages and Components used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created Visualforce pages in page layout of the custom objects, which helps us to describe the details of some of the standard objects, which are used in the project.
* Scheduled Apex Batch jobs for processing large records.
* Involved in Data mapping specifications 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.
* Worked on data migration from databases to SFDC using Data Loader.
* Worked on Data Loader to help perform CRUD operation with the help of CSV files.
* Created email templates and inbound emails using Visualforce for customers and clients.
* Used Sandbox to migrate the code and deploy inbound and outbound change sets instance after testing.
* Collaborated with GitHub to access and share data from databases.
* Implemented the salesforce.com applications using Agile Scrum Methodology.
* Created custom dashboards displaying data used in research through which process is observed and verified.
* Integrated the web services for extracting the data from external systems to display in the pages of Salesforce.
* Performed a software build using a build system like Apache Maven or Gradle, executed a shell script using Jenkins.

**Environment:** Saleforce.com platform, Visual force, Apttus CLM ,Apex Language, Triggers, Tableau, Agile, SOQL, Service cloud, Change Set, Standard and custom controllers, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service (REST and SOAP).

**Client: Care source, Cleveland, OH Oct 2014 – Jan 2016**

**Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with business users for analysis, requirements gathering and development.
* Performed detailed analysis of technical and business requirements.
* Worked on different CRM platforms like Veeva, ServiceMax and closely with business partners to realize the full implementation capabilities into Salesforce CRM.
* Experienced in customization and development of ServiceMax components SFM (Service Flow Manager), SFW (service Flow Wizard), scheduled SFM and SFM Data validation rules.
* Implemented Veeva app on SFDC platform.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Worked on Veeva Vault workflows configuration and in Veeva custom objects building including VMOC’s, my setup etc.
* Created user Roles and Profiles, security controls, Territory implementation, shared settings.
* Developed various Apex classes, Apex Triggers, and Controller classes for various needs in the application.
* Developed various Custom Objects, Tabs, Master-Detail, Lookup relationships, Formula fields, validation rules.
* Designed and deployed Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Responsible for setting up Field Level Security.
* Designed Visualforce pages to add more flexibility and a rich look.
* Configured sharing settings to specify the level of access the users have for each other's data.
* Created Workflow rules and defined email alerts, related tasks, and field updates.
* Implemented Data Loader for loading data.
* Developed business documents for Salesforce.com Custom objects.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visual force (Pages, Components and controllers), Agile, SOQL, Change Set, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Ajax, Custom tabs, Email service, Html, Web-service, Sharing Rules.

**Client: GEICO, Washington, DC June 2013 – Sep 2014**

**Java Developer**

**Responsibilities:**

* Responsible for developing Use Case, Class diagrams and Sequence diagrams for the modules using UML and Rational Rose.
* Analysis, design and development of Application based on J2EE using Struts, spring and Hibernate.
* Used Hibernate for Object Relational mapping with Oracle database.
* Used spring framework for dependency injection with the help of configuration files.
* Used Spring MVC (Model View Controller) to handle/intercept the user requests and used various controllers to delegate the request flow to the Backend tier of the application.
* Designed the Front-end Screens using JSP, Servlets, HTML and JavaScript.
* Implemented Ajax in web pages to make Asynchronous requests to the server.
* Wrote SQL queries and PL/SQL procedures for JDBC.
* Implemented Web service calls using JAX-WS and SOAP that provide Global information support such as Customer and Account management.
* Used JMS for Asynchronous communication between the applications.
* Developed various test cases and performance unit testing using JUnit.

**Environment**: Spring, Hibernate, Spring MVC, JSP, Servlets, JDK, Oracle9i, AJAX, Java Script, J Boss, Log4j, HTML, XML, CSS, JUnit, Eclipse, WSDL, Web Services, SQL, PL/SQL, JMS, Eclipse, UNIX, Linux, Windows.