**Mohammed Sami Ahmad**

**Certified Salesforce Developer / Architect (Solution Architect / Technical Architect)**

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| Houston TX / Remote | US Citizen |

**Professional Summary:**

* Having 12+ years of IT experience with 5+ years Salesforce.com platform as an Architect / Developer, Business System Analyst and Administrator with experience in designing, developing, deploying of Salesforce CRM and building apps based on business processes, 3rd party app exchange products and 7+ years as a Business System Analyst working across various domains and a variety of projects some of which were full implementations, migrations from legacy to new systems and desktop and web applications.
* Implemented and delivered projects under Agile and waterfall methodologies.
* Experienced in configuration and customization of Sales, Service and Community Clouds by configuring Assignment rules, Escalation rules, Email-to-Case, Web-to-Case and Web-to-Lead.
* Proficient with Salesforce data model and customizing objects, fields, formula fields, rollup summary fields, page layouts, search layouts, creating custom objects and custom Tabs, record types, relationships (Lookup, Master-detail & Junction objects).
* Proficient with Administration setup tasks like creating Profiles, Roles, Users, Sharing rules.
* 3+ year experience with Salesforce APEX - in writing Triggers, apex classes, Visualforce pages and lightning components.
* Experienced in developing Custom Lightning Components, using Standard Lightning Components, building Lightning Apps using Lightning App Builder and Lightning Pages using Lightning framework, aura framework and Lightning Locker Service.
* Experience with Salesforce query language – SOQL.
* Experience in integrating Salesforce with app exchange applications.
* Strong experience with data security by implementing Criteria and Owner based sharing rules on various objects in the organization
* Hands-on experience with declarative programming using Workflow rules, Process Builder, Approval process and actions Field update, Email alert, Create tasks and Outbound messaging.
* Excellent understanding of Org Hierarchy Roles, Profiles, permission sets, Users, object level security, field level security, record level security and sharing rules.
* Strong experience with Force.com migration tool and Change Sets for migrating Salesforce components across various Sandbox and Production instances.
* Created and maintained logical entity relationship diagrams, transformed logical models into physical data models with an add-on experience in writing SQL programming with MS-SQL Server.
* Experience with Data migration and updates using Data Loader and import wizard in Salesforce.

**Technical Skills:**

Salesforce: Force.com, AppExchange, Data Loader, workbench, Validation Rules, Work Flows, Process Builder, Assignment Rules, Escalation Rules, Outbound Messages, Dashboards, Reports, Custom Objects and Tabs, Lightning, Aura, Apex Classes, Apex Triggers, Test classes, Visualforce, Sandbox development and testing, Apex Data Loader, SOQL

Salesforce Integration Tools: Data Loader, Oracle ICS (Integration Cloud Service), Jitterbit

Clouds: Sales Cloud, Service Cloud, Community Cloud

Languages: Apex, JavaScript

Database: Oracle 12c, SQL Server 2014

Web Services: HTML, XML, CSS, JavaScript, WSDL, Adobe Photoshop, Flash, Dreamweaver

Platforms: Windows 10/8/7, Windows Server 2008/2012, OS X

Project & Document Management / Productivity: MS Office (Word, Excel, PowerPoint), MS Visio, Lucid Charts, JIRA, SharePoint, Google Docs, Office 365.

Methodologies: Agile SCRUM, waterfall

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I

**PROFESSIONAL EXPERIENCE:**

**Salesforce Architect**

**Humana**, Louisville, KY

June 2020 – Present

**Description**: Humana is an insurance provider offering employers various options for medical, dental, vision, wellness, life and other insurance options. The company covers small and large employers and also participates in Medical Insurance Exchanges of the ACA.

**Responsibilities:**

* Participated in requirements gathering workshop and interacted with key business stakeholders and users to support the implementation.
* Interacted with various business users to gather the requirements, documented the requirements, and developed design documents to suit business needs.
* Lead and Solution Architected the solution and developed the Solution Design Document.
* Worked with the offshore team to design and develop the proposed solution and resolve issues as well as testing and documentation.
* Worked with Assignment rules, user creation, salesforce custom fields creation, process builder, apex class, test class, workflow rule and field updates.
* Created a user interface for custom applications using the Custom Objects, Custom Tabs, Page Layouts, Record Types and Customization options.
* Created Custom Fields, Custom Reports, Triggers, Field help, Custom Formulas and Field History Tracking.
* Used Master-Detail relationship, Lookup relationship, Lookup filters, Roll-Up Summary in master detail relationships.
* Created Workflows rules with field updating actions and validations.
* Created complex Validation rules based on business requirements.
* Created Profiles, Permission Sets, Sharing rules, public groups and Apex Managed Sharing.
* Created Apex classes, components and triggers with minimum 90% code coverage using test classes for both positive and negative cases.
* Developed Custom lightning components and controllers for Apex for Customer and Partner online loan application process and dashboard views.
* Worked on lightning components, event registration, handlers for performing business logics and actions.
* Using Data Loader for insert, update, and bulk import or export of data from Salesforce Objects.
* Carried out minor declarative changes and took the responsibility to manage releases into the production.
* Designed and deployed applications as per the Sprint/Iteration schedules.
* Used SOQL & SOSL, Salesforce Platform, Workbench, and Developer consoler for development and testing work
* Led on the Live agent implementation project as Solution Architect and Lead for offshore team.
* Worked as a liaison between onshore and offshore team.
* Attended Daily touch base call with Salesforce Customer Success manager, Client manager and offshore team and alternate day Client Standup meetings and additional meetings with Offshore and onshore teams as applicable.

**Environment**: Saleforce.com platform, Apex Language, VF (Pages, Component & Controllers), Salesforce Data Loader, Security Controls, HTML, Java Script, Java, Sandbox, VSTS / Azure Devops, Git, Eclipse, Windows, Lightning, Community Cloud, Sales Cloud, Visual Force

**Salesforce Architect**

C**oreSphere**, Dallas, TX

January 2020 – May 2020

**Description**: Coresphere delivers transformative modular cloud-based mission-critical solutions using SaaS, PaaS, and IaaS platforms. Its services, technologies, and solutions span today's leading commercial and open source applications and development tools.

**Responsibilities:**

* Gathered requirements from business, marketing and technical stakeholders from requirements gathering discussions, workshops and meetings.
* Worked on Apex Class and Lightning Component modifications to enhance existing functionality.
* Worked on Managed Package Installation and post-install support for clients.
* Documented and trained on entire solution to the client in user-friendly format with screenshots – Design document, user guide, and artefact (component list) for run team to perform their activities with the Managed Package Application.
* Conducted Demo with Managers to showcase developed functionality enhancements for Business Demo.
* Regularly met with key stakeholders from the business and teams and discussed progress as well as impediments and requirements grooming/clarifications, as well as refinements.

**Environment**: Sales Cloud, Service Cloud, Developer Console, Lightning, Salesforce Classic, VSCode, Eclipse, Force.com IDE, STS, ApexUnit, SonarApex, Jenkins, Workbench, Agile Central.

**Salesforce Lead Developer / Architect**

**Discover Financial Services**, Chicago, IL

December 2018 – December 2019

**Description**: Discover provides banking and credit products that help people achieve their goals–from establishing good credit, to paying for a college education to consolidating debt. In payments, Discover networks connects banks, cardmembers and merchants around the world with innovative commerce solutions.

**Responsibilities**:

* Gathered requirements from business, marketing and technical stakeholders from requirements gathering discussions, workshops and meetings.
* Developed high level technical and functional solution documents and documented all the requirements gathered.
* Worked on Classic to Lightning Migration Impact Analysis, Rollout plan and implementation.
* Prepared Architecture and Requirements Documents for Service Cloud Org Implementation, including but not limited to Service Console, Email to Case, Web to Case, Case Management including Queues, Assignment rules, Approval Processes, OmniChannel, Live Chat Agent, Case Teams, Entitlements and Milestones.
* Architected Integration Solution between legacy system and Salesforce using REST API.
* Developed and Debugged new and existing LWC (Lightning Web Components) and Aura Lightning Components, Apex Classes, Test Classes and configurative functionality.
* Led and oversaw the development of several Apex Classes, Test Classes and Lightning Components to support various business processes and functionality.
* Performed review of existing setup, gap analysis, best practices on Account & Opportunity Teams implementation.
* Documented Initiatives, Features and User Stories in Salesforce based Tool and in Agile Central (rally).
* Participated in PI (Program Initiative) meetings and various agile ceremonies.
* Participated in Daily Stand up meetings with internal client team, Daily Standup and Design call with offshore team which I led, Client and stakeholder meetings, Knowledge Transfer meetings with client for implementation partner transition, doing demos for business.

**Environment**: Sales Cloud, Service Cloud, Developer Console, Lightning, Salesforce Classic, VSCode, Eclipse, Force.com IDE, Workbench, Agile Central.

**Salesforce Administrator / Developer**

**PricewaterhouseCoopers (PwC**), Houston, TX

August 2018 – December 2018

**Description**: PwC is a global network of firms delivering assurance, tax and consulting services for your business. PwC’s professional services, including audit and assurance, tax and consulting, cover such areas as cybersecurity and privacy, human resources, deals and forensics.

**Responsibilities**:

* Performed the roles of salesforce.com Analyst and Administrator in the organization.
* Involved in salesforce.com set up activities and customized the apps to match the functional needs of the organization.
* Developed and maintained customizations using declarative functionalities of Sales force including Public groups, Permission sets, Reports, dashboards, Workflows, Approval Processes, Process Builder, Validations, and Custom Permissions.
* Administered, configured, maintained user profiles, roles, assigning Permissions and generating security tokens.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created views and store procedures to extract data from Siebel standard procedures.
* Involved in Maintaining user roles, security controls, profiles and workflow rules.
* Demonstrated ability to effectively work in team environment with varying skill set levels.

**Environment**: Salesforce.com platform, Siebel CRM, Pages, Data Loader, Workflow & Approvals, Reports, SOQL Custom Objects, Custom Tabs, Email Services, Security Controls.

**Salesforce Administrator / Developer (remote)**

**Tristate Capital Bank**, Pittsburgh, PA

March 2018 – July 2018

**Description**: Tristate Capital Bank offers commercial and industrial banking, commercial real estate expertise, treasury management and private banking to middle-market businesses and their owners, as well as to clients of family offices and wealth management firms.

**Responsibilities**:

* Interacted with various business users to gather the requirements, documented the requirements, and developed design documents to suit business needs.
* Assisted the Lead / Solution Architect in developing the Solution Design Document.
* Created custom applications on Force.com Platform for multiple business requirements.
* Created a user interface for custom applications using the Custom Objects, Custom Tabs, Page Layouts, Record Types and Customization options.
* Created Custom Fields, Custom Reports, Triggers, Field help, Custom Formulas and Field History Tracking.
* Used Master-Detail relationship, Lookup relationship, Lookup filters, Roll-Up Summary in master detail relationships.
* Created Workflows rules with field updating actions and validations.
* Created complex Validation rules based on business requirements.
* Created Profiles, Permission Sets, Sharing rules, public groups and Apex Managed Sharing.
* Created Apex classes, components and triggers with minimum 90% code coverage using test classes for both positive and negative cases.
* Created Visualforce pages to override the standard functionality in customer portal.
* Created lightning app for the user to create order and add line items.
* Worked on lightning components, event registration, handlers for performing business logics and actions.
* Using Data Loader for insert, update, and bulk import or export of data from Salesforce Objects.
* Carried out minor declarative changes and took the responsibility to manage releases into the production.
* Designed and deployed applications as per the Sprint/Iteration schedules.

**Environment**: SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Apex Class, Apex Triggers, Data Loader, REST, SOAP, HTML, Java Script, Eclipse IDE.

**Salesforce Admin (remote)**

**Be the Match**, Minneapolis, MN

July 2017 – March 2018

**Description**: The National Marrow Donor Program (NMDP) also more popularly known with Be The Match Program is a nonprofit organization that operates the e The Match Registry of volunteer [hematopoietic](https://en.wikipedia.org/wiki/Hematopoietic) cell donors and umbilical [cord blood](https://en.wikipedia.org/wiki/Cord_blood) units in the [United States](https://en.wikipedia.org/wiki/United_States). The Be The Match Registry is the world's largest hematopoietic cell registry, listing nearly 16 million individuals and nearly 238,000 cord blood units. Hematopoietic cells from NMDP donors or cord blood units are used to transplant patients with a variety of [blood](https://en.wikipedia.org/wiki/Blood), [bone marrow](https://en.wikipedia.org/wiki/Bone_marrow) or [immune system](https://en.wikipedia.org/wiki/Immune_system) disorders. As of September 2016, the NMDP had facilitated more than 80,000 transplants worldwide.

**Responsibilities**:

* Creating and managing users, profiles, setting up public groups and queues, implementing role hierarchies and sharing rules.
* Creating SFDC Reports and Dashboards to assist managers to better utilize Salesforce.
* Creating workflow rules and sending out email alerts, field updates based on the workflow rules.
* Creating page layouts, search layouts to organize fields, custom links, related lists, remote site settings.
* Creating Master Detail relationship to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Regularly monitoring Setup Audit Trail to gather information about client usage.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data from the external system into salesforce.com.
* Involved in data migration, integration and preparation of Mapping Document before data migration using Data Loader.
* Implementing SSO (ADFS based) in different salesforce sandboxes and on production.
* Installing business apps/ components from AppExchange marketplace on sandboxes and on production.
* Creating Organization, Repositories and creating branch under GitHub for development team
* Creating team and providing access to user / team on different repositories in GitHub.
* Configuring branch policies on branch so that it can have proper approval process for pull request.
* Attending daily SCRUM calls, setting priorities for deployment on different org based on releases.
* Managing different lower sandboxes as dev, QA and production org.
* Refreshing lower environment from production and then implementing post refresh activity.
* Participating in IT validation, Business validation after each production release on production and support admin activity with dev team to resolve production issue.

**Environment**: SaleForce.com platform, profiles, workflow rules, reports, GIT.

**Salesforce Business System Analyst**

**AT&T**, Plano, TX

September 2015 - July 2017

**Description**: AT&T Inc. is a world leader in communications, media and entertainment, and technology. With our acquisition of Time Warner, we are building a truly modern media company that will create the best entertainment and communications experiences in the world.

**Responsibilities:**

* Used Agile methodology to understand the existing system and the current business process and methods to identify deficiencies and areas for improvement and enhancement
* Performed GAP Analysis by creating AS-IS and TO-BE documents to identify the potentials of the improved system.
* Conducted requirement walkthroughs to understand the benefits of the system.
* Created and maintained User Stories by interviewing the business users to communicate the requirements to development and testing teams.
* Responsible for documenting user stories, business rules, workflow diagrams and business process modeling (BPM) for the proposed functionality.
* Collaborated with the development team and making prototypes to help the developers understand basic UI design concepts so that special requirements can be conveyed to the Development team.
* Worked as a Scrum Master in the burn-down chart, task board updates and Product Backlog Reconciliation.
* Facilitates Scrum meetings, Daily Stand-up, Sprint Planning, Backlog Grooming, Epic and Story Estimation, Sprint Review and Demo, and Retrospective.
* Participated in Agile scrum ceremonies like Planning Poker Sessions for a consensus of LOE.
* Provided detailed User Interface Document to the new Salesforce development and testing team for a clear understanding of the system.
* Analyzed the changes performed in CRM application for marketing, sales etc. translated them into business and functional requirements for Service Cloud in SFDC.
* Created Users, Roles, Public Groups and implemented Role hierarchies and Record level permissions to manage sharing access among different users on marketing cloud of SFDC
* Designed and deployed workflows, validation rules, Approval Processes and Auto-Response Rules for automating business logic with Sales and marketing cloud on salesforce.com
* Added new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* Created various Reports and Dashboard to assist managers to better utilize Salesforce cloud as a Sales Cloud, Marketing Cloud, and Service Cloud, etc.
* Analyzed click-through rates on campaigns and developed insight reports using marketing cloud
* Reviewed Test case, Test data and Test Scenario to make sure testing should perform properly.
* Perform Defect Triage meetings and Coordinate with business, system, developments departments to resolve the severe defects.
* Closely monitored the Testing, Performed Smoke tests, Facilitated UAT Sessions, SIT Sessions, worked on defect life cycle using JIRA.
* Actively participated in Post Production Validation (PPV) and handled issues appropriately.

**Environment**: Salesforce.com: Market, Sales & Service Cloud, Agile Scrum Methodology, Smart Draw, Power Designer, MS Office Suite, Microsoft Visio, MS SQL Server, Data Loader.

**Business Analyst/ System Analyst**

**FMC**, Philadelphia, PA

January 2013 to Jun 2015

**Description**: FMC provides innovative and cost-effective solutions to enhance crop yield and quality by controlling a broad spectrum of insects, weeds and disease, as well as in non-agricultural markets for pest control.

**Responsibilities**:

* Serve as the liaison between the Academic Tools and Utilities technical, off-shore development team, and business teams to lead efforts related to the definition and development of business applications, business processes, and SLAs
* Performed analysis, development, and documenting of business processes (e.g. development, prod support, QA)
* Involved in Requirements Gathering from user groups and analyzed workflows and UI screen dynamics
* Involved in GAP analysis in the identification of business rules, business and system process flows, requirements and assumptions
* Created scope/Vision documents and prioritized all the business aspects.
* Applied project management techniques to define project scope, gather and document requirements, communicate requirements to developer, identify the solution, process change requests, and verify fulfillment of business requirements.
* Worked with reconciliation team to generate audit trails to ensure technical compliance
* Created functional requirement documentation, use cases.
* Facilitated and attended JAD (Joint Application Development) sessions.
* Prepared and compiled workflows through various process flow diagrams, swim lane diagrams using VISIO.
* Provided helpdesk, systems support, and service to client.
* Managed and supported client projects; annual enrollments, version updates, upgrades, periodic and adhoc requests and UAT coordination.

**Environment**: SOAP, HTML, XSD, XML, JavaScript, J2EE, Agile, Data flux, Rational Rose, JIRA, SAGE, SAP, RUP, MS Word, MS Excel, MS PowerPoint, MS-Project, MS SharePoint, Crystal Reports, Axure, MS Visio.

**Business Analyst**

**Citizens Property Insurance,** Tallahassee, FL

February 2009 to November 2012

**Description**: Citizens Property Insurance Corporation was created by the Florida Legislature in August 2002 as a not-for-profit, tax-exempt, government entity. Its mission is to provide insurance protection to Florida policyholders who are entitled to but are unable to find property insurance coverage in the private market.

**Responsibilities**:

* Gathered requirements for Policy creation, Underwriting process, Product model development and delinquency process.
* Served as a liaison between Underwriting Managements, Agency Services, Data Analysts, Developers and IT Quality Assurance to lead the development and implementation of a product that can be utilized by the customer in years to come, to do better and faster business.
* Led JAD sessions to allow different stakeholders to communicate and define business requirements to enable me create BRD for better understanding of the business process.
* Worked on Configuration/Business process End to End user stories for Policy center (Policy Administration system) and Billing center (Account receivable and commission system)
* Created the business process model using Visio and presented to the SME for validation and getting the sign-offs.
* Gathered business requirements from users and created designs for enhancements and to remedy defects.
* Worked on New Business, Policy change, Reinstatement, PC to CC integration, New Business DEC package, Policy Documents, Policy Hold and Suspense Payment in Billing Center
* Worked on different jobs, workflow testing, roles, permissions, and activities
* Worked closely with business to prepare Business Requirements to create Test Plans, Test Cases and procedures to initiate Automated Testing
* Attended Change Request Meetings to ensure products and changes are fully documented for further Test changes.
* Followed the Agile Methodology to emphasize on real time communication over written documentation.
* Used Agile Methodology to minimize risk by implementing software development in short time boxes or iterations.
* Performed Data Integrity Testing, Functionality Testing & Back-end testing.

**Environment**: Guidewire, SOA, RUP, QTP, Quality Center, SQL, Oracle, UNIX and Windows NT

**Education**:

**Bachelor of Science in Business Administration**

**Georgetown University**, Washington D.C.