Farheen Khan

MBA (Finance)

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**OBJECTIVE**: **MBA in Finance** from the **University of Michigan Flint with 7+ years of experience in Salesforce development, s**eeking for a position as a **Salesforce Developer** /**Business Analyst**. Aiming to utilize my knowledge of **Lean** **Management** and **Kaizen** along with my technical and analytical skills to create more value for the organization.

**SUMMARY OF SKILLS**:

* Business Analyst with almost **7 years**’ experience in **development and testing in SalesForce and BI (COGNOS)**
* **Completed Salesforce Admin 201 certification and Platform Developer I** certification.
* Completed **MBA** in **Finance** from the **University of Michigan Flint** (2017- Dec 2019).
* Successfully completed the **National** **ETS**-**MBA** test in Fall term of 2019 and ranked in the 94th percentile.
* Extensive experience with the **life cycle**, **application design patterns**, **integration patterns, testing** and **deployment planning**.
* Proficient in writing clean, solid, readable code
* Proven ability to deliver high-quality, reliable code implemented on schedule
* Time management, ability to multitask, and propensity to handle urgent interrupts with poise and professionalism
* Good knowledge of Javascript, SQL.
* Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
* Experience in SFDC Development implementing the **APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins**.
* In-depth experience in CRM business processes like Forecasting, **Campaign Management**, **Lead Management**, **Pipeline Management**, **Order Management**, **Account Management**, and **Case Management**.
* Performed **Database** **testing**, **UI testing**, **Report Testing** and **Automation Testing in UAT**.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Experience of working on **Agile** **Methodology** projects.
* Handled the responsibility of the DPR (**Defect Prevention Representative**) for my team.
* Experience in creating documents that converts the client /user requirement into easy-to-understand data and workflow.
* Experience in **requirement** **gathering** and **analysis**.
* Analyze client’s business architecture using requirements like scope, processes and risks.
* **Strong** **Communication**, **Presentation** and **Analytical** **Skills**. Able to learn new technologies and Business Terminology quickly.
* Excellent skills in **understanding** **business** **needs** and **converting** them into **technical**.
* Hands on experience in **SDLC** processes and methodologies in Business Intelligence domain.
* Excellent problem-solving skills with a strong technical background and result oriented team player with excellent communication and interpersonal skills.
* In depth technical knowledge and understanding of **Data Warehousing, Data Validations, UNIX, SQL, PL/SQL, OLAP, XML, SQL Server, Oracle, and ETL.**
* Good experience in working with **onsite-offshore** team model projects.
* Have ability to work independently as well as leading a team with strong analytical and organizational skills.
* Experience of using quality control software like **JIRA**, **TFS** and **Quality Center**.

**EDUCATION:**

* Master’s in Business Administration (Finance)
* Bachelor of Electronics Engineering.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | SalesforceCRM, Classes/Controllers, Apex, C, C++, JavaApex Triggers, SOQL, SOSL, Visualforce Pages/Components, Web Services, Workflows and Approvals, Dashboards, Analytic Snapshots, Custom Objects |
| **Business Intelligence Tools** | **Cognos 10.2, 10.1, 10, 8.4, 8.3, MR2/MR1:** Framework Manager, Cognos Connection, ReportNet, Report Studio, Query Studio, Analysis Studio, Workspace and Workspace Advance, Event Studio, Dashboards, Powerplay Transformer(7.3 and 8.4.1), MS Office |
| **Databases** | Oracle 11g/10g/9i/8i, DB2 9.5/8.5, SQL Server 2008/2005/2000, MS Access |
| **SQL Tools** | Teradata SQL Assistant, Teradata Administrator, Toad, SQL Developer, SQL Plus |
| **Data Modeling** | Power Designer, Framework manager, Cognos Analytical Application |
| **Operating Systems** | Windows NT/XP/2000/98, HP-UX, AIX, Solaris, Linux |
| **Programming Languages** | C, SQL, Python, Java, C++, HTML, Microsoft Access, Excel |
| **Defect/Bug Tracking Tools** | JIRA, TFS and QC |

**WORK EXPERIENCE:**

**Role: Senior Salesforce Developer**

**Client: Tekdimensionz INC, MI**

**Duration: Aug 2015 – May 2017**

**Responsibilities:**

* Develop, manage and maintain change management documentation to comply with IT change management processes
* Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the SalesForce.com development
* Work with business leaders and the current development team to document and develop enhancements to our current Salesforce.com org
* Recommend, schedule, and perform software improvements and upgrades for optimal performance
* Performs administrative responsibilities to include custom fields, workflows, validation rules, user management, etc.
* Provide hands-on, expert-level technical assistance to developers
* Works within established procedures to develop, test, implement, and maintain application

**Role: Lead Salesforce Developer/Team Lead**

**Organization: Cognizant Technology Solutions, Pune, India**

**Duration: April 2011 – Dec 2014**

**Responsibilities:**

* Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas
* Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and “how-to” assistance
* Develop or review development of test protocols for testing application before user acceptance. Review test results and direct further development
* Seek out ways to utilize SFDC to improve processes and productivity, and make recommendations to support an organization scaling at a rapid pace
* Proactively engage on continuous improvement efforts for application design, support, and practice development efforts
* Provide recommendations on how to improve our Salesforce operational platform
* Performing hands-on software development and testing

**Role: Salesforce Developer**

**Organization :** **Patni Computer Systems, Pune, India**

**Duration: Aug 2008 – April 2011**

**Responsibilities:**

* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows
* Work with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting
* Work Closely with Team Lead or Project Manager to develop solution in accordance to the system design
* Work with Manager to provide scope and timelines
* Providing support and troubleshooting problems as required.

**Role: Report Developer**

**Organization:** **Patni Computer Systems, Pune India**

**Duration: Nov 2007 – Aug 2008**

**Responsibilities:**

* Creating reports (Report/query studio) which cater to different employees at different levels.
* Report includes all types such as charts (bar, bubble, line, lists etc.).
* Analysing the requirement and building complex SQL Queries.
* Dashboards and Drill-through reports for the complete management hierarchy.
* Interacting with the user to get the detailed information about the issues.
* Preparing and testing the code to fix the issues in Development and QA environment.
* Involved in preparing Test scripts and validating the data based on the Scenarios.