**Khursheed Alam**

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**Professional Experience**

* Around 8 years of I.T experience with 6 years of strong experience in Confidential (SFDC) as Developer/Admin for various business domains.
* Experience with Confidential Sales cloud, Service cloud, Knowledge articles & Communities and worked on functional and application design.
* Good knowledge on Object - oriented programming.
* Participated in BRD walk-through calls and functioned as a part of cross-functional team that addresses strategic business issues involving CRM and Sales/Marketing operations.
* Extensive experience in customization, configuration, integration, Eclipse IDE, Apex, Visual Force and integration tools like Apex Data Loader.
* Experience working with Confidential Dev & Full copy Sandbox, and production environments.
* In-depth understanding of CRM business processes that include Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management and merging management.
* Extensive experience in Confidential Setup, Configuration, Customization, Administration, Data Migration and Integration tools like Apex Data Loader etc.
* Provided support services, including user administration, user training, data management and application configuration
* Designed and Configured applications using Salesforce Automation (SFA)
* Good Knowledge on Service Now and Single sign-on (SSO/SAML)
* Extensive experience in creating Roles, Profiles, Page Layouts, Record Type, and Assignment rule Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and Approval Workflow.
* Proficient in designing of Custom objects, Custom components, Custom fields, Role based page layouts, Custom Tabs, App Exchange Package & Custom Application, Sandbox data loading and for implementing web services in the application for access to data from different users.
* Strong exposure to security and sharing rules implementation at object, field, and record level for different users at different levels of organization.
* Involved in various stages of Software Development Life Cycle including analysis, requirement gathering, architecture design, enhancements, testing, deployment and maintenance of standalone object-oriented enterprise applications
* Strong knowledge and working experience in Software Development Life Cycle (SDLC) methodologies such as Agile, SCRUM and waterfall model.
* Excellent interpersonal skills, proven team player with an analytical bent to problem solving and delivering under high stress environment.
* Good analytical and communication skills and ability to work independently with minimal supervision and perform as part of a team.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA,Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow & Approvals, Dashboards, Case Management Automation, Custom Objects |
| **Operating Systems** | Windows 98/2000/XP/2003/Linux. |
| **Salesforce Tools** | Eclipse, Apex Explorer, Offline Edition, App Exchange Data Loader, Data Loader. |
| **Web Design Tools** | Force.com IDE, Sales Force Explorer, Data Loader, Apex Explorer. |
| **Languages** | APEX, C, C++, SQL. |

**Certifications:**

* ***Salesforce.com: Administrator (ADM 201)***
* ***Salesforce.com: Platform Developer 1***

1. **Work Experience**

**USAA,TX,USA**

**Salesforce ADMIN/BA Aug 2021 – Present**

**Description:**USAA, a diversified financial services group, is one of the leading providers of insurance, investing, and banking solutions to members of the United States military, veterans who have served honorably, and their families.

**Responsibilities**:

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various Confidential Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Created and used Email templates in HTML and Visual Force.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Confidential, checking for the correctness of the data.
* Worked with Confidential team to make application certified.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDES.
* Help users with Chatter teams/Groups and follow application as well.

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

**Client: MCIC Vermont,GA,USA**

**June’2019-July’2021**

**Sr Salesforce Admin& Developer.**

**Description:** Michelin North America is one of the biggest tire manufacturer company operating 19 plants in 16 locations. By using Salesforce,We have different UOT’s (divisions of selling different kinds of tires) in different zones. We are assigning accounts to our sales reps through territory model. We create opportunities every quarter for the users.

**Roles and Responsibilities:**

* Involved in business and technical grooming sessions and provided solutions for various stories.
* Implemented salesforce best practices while writing **Apex Triggers, Apex Controller** classes, Utility classes with consideration of **Governor Limits.**
* Written **apex triggers** on Standard and Custom objects to perform various customizations based on the stories provided by different business groups.
* Written **apex batch classes to** process large data updates, queried large datasets and exported to excel.
* Developed **apex SOAP and REST** web service classes for external customers to consume salesforce data.
* Worked on **Service Cloud and Sales Cloud** implementations in two different projects.
* Used Relationship, Aggregate queries using **SOQL, SOSL to** query and search records from salesforce platform database.
* Experience in working with automating opportunities, quotes by CPQ tool.
* Experience in configuring price quote (CPQ) with Apptus.
* Enabled communities for sandbox and production for external Business purpose.
* Worked on rollout of customer Communities to the users.
* Created Customer Portal and Communities so that Customers can register and manage their Accounts.
* Developed custom **Visualforce components** and implemented components at different **visualforce pages.**
* Worked on customization of sales cloud **standard objects -** Accounts, Contacts, Opportunity, Campaign, Lead, Cases, Knowledge and Articles.
* Created custom relationships on the objects using **Lookup, Master-Detail** relationships and created junction objects to establish many-to-many relationships.
* Performed admin tasks for customizing**Users, Roles, Profiles, Permission Sets, Network filtering, Single Sign-On, Sharing Rules.**
* Worked on customizing salesforce **OOTB** features - Creating Page Layouts, Search Layouts, Record Types, Page layout assignment based on Record Type, Custom links.
* Implemented custom business logic using salesforce declaratives - **Validation rules, Formula Fields, Process builder, Workflow rules and Approval Process.**
* Escalated unresolved issues to Salesforce Premier Support and published ideas in Salesforce Ideas community.
* Created **Custom Report** Types, **Report and Dashboard** folders and enabled folder permissions to various roles in the organization.
* Worked on setup two factor authentication login requirements for **Single Sign On**.
* Setup normal and exceptional case testing with **Selenium IDE** script automation.
* Developed Salesforce **Lightning** applications using **Lightningcomponents,** Controllers and Events and used custom CSS in the components.
* Adding **Lightning** components to **salesforce1** using in Visual force page.
* Having good experience in using tools like **JIRA, Rally.**
* Used Force.com Ant based migration tool,**Changesets for** deploying components from **sandbox** to other sandbox and production instances**.**
* Followed **Agile Methodology** and worked in Sprint concept to complete development of projects.

**Environment**: Salesforce.com platform, Data Loader, Apex Pages, Visualforce, Eclipse IDE, SOQL, SOSL, Integration, Apttus CPQ,AURA, Sales& service & CRM cloud, Sand box, Workflow & Approvals, Custom Reports, Dashboards, Informatica, Visualforce Pages, Workflows

**Client: Slalom, Atlanta, GA Jan’2017–Dec’2018**

**Salesforce Admin**

**Description:**At Slalom, personal connection meets global scale. We are building lasting relationships with clients, proudly partnering with the world's top technology providers, and are actively making the world a better place.

**Roles and Responsibilities:**

* Worked with **Data loader, Apex Explorer and Eclipse.**
* Developed and deployed **workflows and approval processes** for opportunities and products / assets management. Created and used Email templates in **HTML and Visual force**.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the home-grown web services.
* Salesforce.com Configuration and Design of **Service Cloud, Sales Cloud** and Force.com solutions, with an emphasis on Service Cloud solutions.
* Developed, deployed, and designed page layouts, components, custom objects, custom tabs, apex classes, visual force pages to reach the needs of organization.
* Designed and documented business logic after information gathering.
* Created profiles and implemented **Object level, field-level and record-level security**.
* Created email templates and **inbound emails using Visual force for the clients and customers.**
* The sandbox for testing and migrated the code to the deployment instance after testing.
* Experience with programming and customizing standard objects and**creating custom objects** using Salesforce.com’s inbuilt tools to create and customize objects.
* Monitoring Companies sales by salesforce CRM application. Used **Sandbox** for development and testing and then to production environments.
* Managed profiles by managing record level permissions, different objects and fields. Provided reports at different levels of business.

**Environment:** Salesforce.com, Apex, Visualforce, Forec.com IDE, Workflows, Data loader, JavaScript, HTML, AJAX, Force.com IDE, ETL, Demand tool, Java, J2EE, Web services, Oracle, Windows 2002.

**Client:Medwatch, Hyderabad, India May 2014–Dec 2016**

**Role –Java Developer**

**Description:** Safety Information and Adverse Event Reporting Program of the Food and Drug Administration is called MedWatch. The FDA Adverse Event Reporting System is involved in its communication (FAERS or AERS). An adverse event or sentinel event should be reported through MedWatch. This voluntary reporting system, which was established in 1993, enables the dissemination of such information to the public or the medical community. Public databases and expert-level online analysis tools are included in the system. Through its platforms, MedWatch also disseminates news about clinical safety communications and medical recalls.

**Responsibilities:**

* Designed tables and indexes, Wrote complex **PLSQL and** Stored procedures.
* Involved in fixing bugs and unit testing with test cases using **JUnit**, developeduser and technical documentation.
* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* Involved in designing the system based on **UML** concepts which include data flow diagrams, class diagrams, sequence diagrams, state diagrams using Rational Rose Enterprise Edition
* Designed and developed web pages using **JSP, HTML and used JavaScript for client-side validation**
* Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts framework.
* Developed **data model and stored procedures.**
* Developed **Servlets** to process updated information.
* Used **JDBC** for communicating with the database.

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