**ABDUL JAWAD**

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**(984) 208-5909**

**PROFESSIONAL SUMMARY**

* 7+ years of experience in information technology with experience in all the phases of SDLC (Analysis, Design, Development, Administration, Testing, Implementation and Support) in various software Applications using Salesforce (CRM) and Mainframe.
* Experienced with retail, manufacturing, service, Finance, Banking, Airline and Insurance industries business needs and blending them with the package based solutions to meet all the variety of IT needs of each customer.
* Experience with Salesforce.com CRM technology as an admin and developer. Worked in various project environments like Customer Portal, E-commerce website, Healthcare.
* Proficient in dealing with functionalities related to sales cloud&service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Hands on experience on SalesForce.com developer toolkit (force.com IDE), Triggers, Visual Force Pages, data migration and working knowledge of Apex classes, Controllers, SOQL & SOSL.
* Worked on Lightning Components and Created Jest tests using VS Code.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships and lookup relationships.
* Experienced in admin modifications like Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow.
* Strong Salesforce development experience with Apex Classes, Triggers, Controller Classes, Visual force pages and Integrating with external sources by developing SOAP, RESTful Apex Web Services for inbound calls to Salesforce.
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Tracking bugs and user stories created using Azure Devops
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Experience in web technologies including HTML, XML, CSS, JavaScript and SOAP.
* Well versed with project development life cycle, System Business Process Analysis, Requirements Study, Fit-Gap Analysis and Post-implementation support.
* Experienced in requirement gathering and estimating the hours of work based on the requirement from the client and maintaining the quality documents for all the work done till the end of the cycle.
* Expertise in Source Tree, Bitbucket and Bamboo.
* Expertise with DB2 Stored Procedures Creation, Optimization and Maintenance.
* Experience in working with client specific solutions like Salesforce.com Sandbox deployments, Force.com IDE, Eclipse IDE, SOQL, SOSL and various production environments.
* Proficient in CMM Level 5 standards, METHOD I, and quality aspects.
* Experience in Software Testing Projects, SQL Server.
* Installed Apps from App Exchange, Configured and maintained user Security Permissions in compliance with organizational needs.

**EDUCATION**

Bachelors in Computer Science, JNT University, India, 2013

**Salesforce Certifications:**

1. Salesforce Administrator

2. Salesforce Platform App Builder

3. Salesforce Platform Developer-1

**TECHNICAL SKILLS**

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| **Salesforce.Com Technologies** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, AJAX Workflow & Approvals, Dashboards, Reports, Custom Objects, Validation Rules, Visualforce (Pages, Components and Controllers), Import Wizard and Data Loader, Lightning. |
| **ETL/ Integration Tools** | Force.com Data Loader, Force.com IDE Plug-in, MuleSoft, Ant Apache Migration, GitHub, Jenkins. Bamboo, SourceTree, Bitbucket. |
| **Web Technologies/ Tools** | HTML, CSS, JavaScript, Adobe Photoshop, AJAX, Dream weaver, XML, Visual Studio, MS Project, MS Visio, SharePoint, VS Code |
| **Languages** | Apex, C, C++, Java, PL/SQL, VB, UML |
| **Database** | Oracle, MS SQL Server, MySQL, MS Access  |
| **Operating Systems** | Windows Variants, UNIX, LINUX |

**PROFESSIONAL EXPERIENCE**

**Panasonic, Irvine, CA Jan’19 – Till Date**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* As a Developer Consulting, Implementation & Customization Packages for the better service between the Company and the End client.
* Good Knowledge and experience with Salesforce CRM projects using Salesforce.com, Force.com.
* Experienced in Lightning which includes the Lightning Component Framework and actively involved in building a lightning component using the aura framework.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Good Knowledge on community cloud Module.
* Experience working with Salesforce.com Service Cloud, Sales cloud as well as marketing cloud and configuring Administration setup on [salesforce.com](http://salesforce.com) platform.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Involved in DevOps CI/CD framework and migrates the code using ANT Migration Tool and Salesforce ChangeSets
* Experience in Customization, Administration, Configuration, Implementation, and Support of Salesforce CRM and Salesforce SFA applications based on Apex Language and leveraging Force.com.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed Visualforce pages and Custom Objects using Apex Programming on Force.com Platform.
* Experience in developing UI using Visualforce pages and providing business logic using Apex and Aura.
* Experienced in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow.
* Experience in developing client-specific solutions on [force.com](http://force.com) platform using Apex classes, Triggers, Visual Force, Controllers, Web Services API, Force.com IDE, SOQL, SOSL, SOAP-based Web Services, JavaScript, Ajax.
* Having good knowledge on Salesforce to Salesforce helped partner organizations to share data in a more secure and effective way. Also, employed Apex Data Loader, Data Wizard for easy data migration and bulk management.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Experience in creating Lightning Components and used lightning Design System to convert existing Visualforce pages to lightning components.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* Developed lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Involved in using lightning, Process Builder and Workflows. Worked on customization of visual force to have Lightening Experience for desktop and mobile applications.
* Design and develop apex classes, Apex triggers various functional needs in the application.
* Implements Apex test classes for Code coverage to cover the data, as well as Apex batch classes and process to run the jobs as per Company requirement.

**Environment:** Saleforce.com platform, Apex Language, **Cloud Craze** ,Visual force Pages, **JIRA**,SQL, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightening design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Otis, Farmington, CT Sep’17 – Dec’18**

**Sr. Salesforce Consultant**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer in the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Responsible for JIRA and Salesforce Administration.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Updated and repaired outdated SQL database.
* Development of SFDC B-2-B solutions using CloudCraze & Service Cloud Infrastructure.
* Created Custom objects, custom fields, Pick list, role based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual force Pages, Snapshots, Dashboards, and Email generation according to application requirements.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* CloudCraze development and Salesforce backend development + APEX & Visualforce
* Worked with Angular-Js during the time of development environment.
* Expertise working on Visual force pages, HTML, CSS, JavaScript and JQuery.
* Worked on the different requirements from user on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Involved in Developing Lightening pages using Aura, implemented lightening Controllers, Components using Lightening Design system (LDS) for Lightening Community builder.
* Developed a Human Resources Service Cloud and customer community.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Responsible for setting up new instances of JIRA, data import, customization, and backup
* Developed various Custom Objects, Tabs, Components and Visual force Pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Designed and developed user interfaces using JSP, HTML and CSS.
* Developed Lightening Components, Lightening apps using Lightening Design System (LDS) to provide more interactive interfaces to end users.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Working experiences on Salesforce.com intranet sites and Salesforce external sharing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Built a custom app with Lightning experience for sales to monitor their performance close details.
* Used Angular JS as the development framework to build a web-page.

**Environment:** Saleforce.com platform, Apex Language, Cloud Craze ,Visual force Pages, JIRA,SQL, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightening design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Equifax, St. Louis, MO Jan’16 – Aug’17**

**Sr. Salesforce.com developer/Admin**

**Responsibilities:**

* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on enhancements to SFDC application required by business users from time to time.
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* Designed and developed Apex triggers, Apex classes, custom objects, custom layouts, workflows, approval processes, tasks, email alerts, and record types in Salesforce.com.
* Worked on Salesforce implementations from inception to delivery.
* Hands on experience on Roles, Profiles, Security and Sharing settings.
* Developed and tested SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
* Involved in Accounts & Opportunities and the Visualforce Controllers. Actively participated in the design and development of custom Visualforce search pages.
* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of Salesforce and using other Platform based technologies like Visualforce, Force.com and Web Services.
* Designed Apex Classes, Controller Classes and Apex Test Classes for various functional needs in the application.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* Worked in Salesforce.com Customization, Creation and maintenance of Record Types, Page Layouts, Objects, Tabs, and Fields.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Worked on Sales Cloud, Service Cloud and Apex Programming On Force.com Platform.
* Used Cast Iron integration tool for synchronizing master list of customers such as leads, accounts, opportunities and forecasts. It is used for data configuration.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Created business processes, best practices, standards, templates and operating procedures to optimize IT project development.
* Worked closely with UAT team and SIT team in clarifying and resolving any issues while implementing projects.

**Environment**: Salesforce.com, Force.com Explorer, Apex Triggers, Visualforce Pages & Apex Controllers, Sales Cloud, Service Cloud, Cast Iron, Data Migration, Data Loader, Siebel, Eclipse IDE, Custom Objects, Custom Tabs.

**Santander Bank, Boston, MA Jun’14 – Dec’15**

**Salesforce Developer**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Agile Development Methodology was followed for the implementation
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created various Profiles, Roles and Page Layouts and configured the permissions based on the organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Performed Webservice Callout using the RESTful services with the third party application Broad bean API.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Extensive experience on S controls, Visual force pages and Page layouts according to the Business requirements
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform based technologies like Visual force, force.com API, and web services.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Implementation of Data Loader for loading the data.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Merging of Salesforce instances
* Developed business documents for Salesforce.com Custom objects.
* Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Expert in Salesforce Sales and Service cloud implementation.
* Provided the training to Business users about the system.

**Environment:** Sales Cloud, Service Cloud, Data loader and Data management, Workflow rules and 9Approval processes, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules.

**Infosys, India Oct’13 – Apr’14**

**Salesforce Admin**

**Responsibilities:**

* Interacted with various Business User Groups to gather the document requirements.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created several Record Types, page layouts.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Created Batch Apex classes and scheduled Batch jobs.
* Created Triggers like sending emails to the portal users whenever they update their account information comparing their new information with their old information.
* Developed Visual force pages, Visual force custom components.
* Used Visual force in development mode to change the behavior and appearance of Visual force components.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Deployed the changes from Sandbox to Production.

**Environment:** APEX, Force.com IDE, Import Wizard, Java Script, Visual Force Pages, Workflows and Approvals, Data Loader, Eclipse Force, Excel Connector.