AFREEN KHAN **(Salesforce Developer/ Admin)**



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Around 7+ Years of IT experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects using Salesforce.com CRM and Java/J2EE technologies and followed Agile (SCRUM)&Waterfall Methodologies. Involved on salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, and lightning design system.

***PROFESSIONAL SUMMARY***

* Salesforce Administrator/Developer having 7 plus years of experience in IT Industry.
* Extensive experience in Creating Roles, Profiles, Email Services, Workflow Alerts, Actions, Validation rules and Approval Processes.
* Extensive knowledge about Sales force setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
* Experience in creating various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders.
* Hands-On coding for Apex Classes, Visual force Pages, Validation Rules, Triggers, Workflow, and Test classes related to project.
* Experience in Development, Administration and Support of Salesforce.com with domain experience in Financial, Banking, Health Care, Telecom, Retail.
* Experienced in Sales Cloud and Service Cloud configuration, Apex and Visualforce, solution design, Lightning Integration and Development, SOAP and RESTful integrations.
* Experienced in Salesforce/Apttus CPQ (Configure Price Quote) and CLM (Contract Life Cycle management).
* Support and maintenance of multiple ERP systems and applications such as SAP R/3, Microsoft SQL Server, SSRS, SharePoint, Business Portal, in various industries including Manufacturing, Pharmaceutical, Telecommunications, and High - Tech sectors.
* Experience in configuring & customizing the Apttus CPQ and CLM tools.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Strong understanding of Salesforce CPQ capabilities and limitations and can clearly communicate those to customers.
* Expertise in Veeva CRM ISR functionalities, Pharmaceutical, Insurance, and Banking domains.
* Good insight in to the Health and Financial Domain.
* Proficient in Data Migration from Traditional Applications to Salesforce.com using Data Loader Utility.
* Extensively exposed to creating objects with relationships, fields, record types, escalation rules, assignment rules, validation rules, data migration activities, custom page layouts, custom fields, custom tabs and other standard functionality.
* Experience in CRM and ERP application Integration with legacy systems and 3rd Party applications.
* Worked with Apex Triggers for automation process. connecting the Zuora connector for salesforce CPQ by using the global methods.
* Hands - on experience in several mid-size, global implementations using Apttus CPQ.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Worked on Salesforce1 platform and Lightning Ready features from Classic to LEX.
* Experienced in managing the data, Forecasting, Campaign Management, Contacts, Leads, Cases, Opportunities, Quotes and Dashboards.
* Veeva Implementation on force.com platform.
* Good experience in creating service resources and service crews that represent your field service technicians in Field Service Lightning app and add details about their skills, service territories, and availability.
* Proficient in dealing with the functionalities related to the Service cloud and Sales Cloud.
* Extensively worked on development of custom components using Lightning Component Framework following Security Standards and best practices.
* Extensive hands - on experience in the area of Customization, Workflows, Roles, Sharing Rules, Apex Coding, Force.com migration tools for data migration and integration
* Very strong in Article Management, Chatter Answers, Data Categories Sales Cloud and Service Cloud implementation.
* Configuring lifecycles, workflows, users, fields, states, roles, products, security groups in Veeva Vault.
* Developed Apex classes, Lightning Component, Lightning Web Components (LWC), Apex Triggers and Visualforce Pages on Force.com platform to customize application according to the functional needs.
* Handled migration and deployment activities using Data Loader.
* Well expertise in Field service Lightning (FSL).
* Good Knowledge of DevOps and familiar with operating systems running on Linux/Unix Platforms.
* Good Experience on Salesforce Lightning. Experience in third party integration with ERP.
* Strong experience in Web based pages and site design using HTML, CSS, XML, XSLT, JavaScript, Bootstrap JS, Node JS, Angular JS.
* Conducted Knowledge Sharing sessions to multiple project team members by explaining the Lightning features which are Visualforce and Lightning Development, Lightning Migration.
* Developed Lightning Component Framework and also built Lightning component using aura framework.
* Experience in Apex coding to implement the complex business logic within the Governor Limits enforced by Salesforce.
* Experience in working on various tools/technologies in CRM like Veeva CRM, Veeva vault, ServiceMax and Apttus CPQ Process.
* Good work experience in versioning tools like SVN, GIT for maintaining code branches and code commits.
* Successfully migrated the Django database from SQLite3 to PostgreSQL with complete data integrity.
* Theoretical knowledge on syncing Zuora with Salesforce, working on Products, Orders, Order Items.
* Experience in Veeva vault Promo mats.
* Worked on Integrations like using Force.com REST API, Exact Target integration and Wave API’s.
* Expertise in handling bulk data by implementing custom apex logic, Bulk, Triggers, Batch Apex and Scheduled Jobs.
* Development, implementation and update focusing on Sales cloud and Service cloud.
* Customized and used the external Java Scripts in a Lightning web components (LWC).
* Good understanding of ERP business processes like Contracts management, Order management, opportunity management and Case management.
* Experienced on various UI Technologies i.e... JavaScript, jQuery, SLDS and Bootstrap frameworks.
* Salesforce.com Live Agent Console setup in Service Cloud.
* Sub Queries, Stored Procedures, Triggers, Cursors, and Functions on MySQL and PostgreSQL database
* Helping the team by creating demo data and support at UAT phase by providing immediate bug fixes if any

***TECHNICAL SKILLS:***

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| **Salesforce Technologies** | SalesForce.com, Force.com, Sales Cloud, Service Cloud, LWC, Lighting components, CPQ, Apttus CPQ, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Component, s-Control, Apex Web Services, Partner WSDL & Enterprise WSDL, Work Flow and Approvals, Dashboard, Analytic Snapshots. |
| **Salesforce Tools** | Force.com IDE (Eclipse), AJAX Tool Kit, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform |
| **ETL Tools** | Data Loader, Sales force-to-Sales force, Apex- Explorer, Informatica. |
| **Languages** | Apex, C/C++, Java, J2EE, HTML, XML, CSS. |
| **Database** | SQL Server 2008, Oracle, MySQL. |
| **Web** | Apex callouts, REST, SOAP, JSON |
| **Tools** | MS Office, Adobe Photoshop, MS Excel. |
| **Web Servers** | IBM Web Sphere 4.x/5.x, Apache Web Server, Tomcat 6.x |
| **Platforms** | UNIX and Windows (NT/2000/XP/Vista/7) |

***EDUCATION***

* Master’s in Business Administration from Barkatullah University Bhopal, India.

***CERTIFICATIONS***

* Salesforce certified administrator
* Splunk – Fundamental 1.X

***WORK EXPERIENCE***

***Client:*** **American Fidelity, Oklahoma *SEP 2020 – Till date***

***Role: Salesforce Developer / Admin***

***Responsibilities:***

* Built customized Lightning components replacing existing ones; using JavaScript on client side and Apex on server side.
* Worked on Salesforce Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Apex development in Creating Objects, Lightning Application, Triggers, Apex Classes, S-controls, Standard Controllers, Org - Wide default, Custom Controllers and Controller Extensions.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes Lightning component look and feel better.
* Built unique Lightning pages as per business needs with Lightning Community Builder.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Tested apps by appending multiple components to Lightning Application thereby deployed Applications from Sandbox to Production.
* Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for organization.
* Developed Agent Portal for Telematics Service Provider using Service Cloud and Service Console.
* Created modern Lightning Apps combining Lightning App Builder, SLDS and Lightning Component features.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers.
* Developed apex REST web services classes for external applications accessing salesforce.com data.
* Worked with SOQL & SOSL queries with Governor Limitations.
* Used SFDX during development cycle.
* Configure in Salesforce.com CRM to facilitate Apttus implementation.
* Worked on Apttus CLM CPQ, LDAP and Integration with Share point.
* Familiar with Apttus admin settings, Apttus CLM custom settings and DocuSign settings.
* Experience in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
* Experience in configure price quote (CPQ) app such as Apttus.
* Responsible for providing solution and Implementation of Apttus CLM & CPQ for different business internally.
* Performing all tasks required to develop, implement, and support the Salesforce.Com application integration of the Apttus CLM and CPQ
* Involved in end-to-end testing and configuration enhancements for the CPQ and CLM functionalities.
* Created integration with Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Involved in data cleanup and mapping in data migration project.
* Develop integrations to exchange Student data between PeopleSoft and other java based internal applications.
* Develop batch applications using MuleSoft ESB to exchange data in bulk between PeopleSoft and 3rd Party applications.
* Building complex MuleSoft Flows, Scopes, and Error Handling strategies, Message Filters, Validation, Transformation, Message Enricher and Flow Controls.
* Worked on Sales and Service Cloud communities sharing business process extend them across offices and departments, and outward to customers and partners.
* Implemented Salesforce web services like SOAP and REST API, Java, XML.
* Integrated Apex with External Services by making callouts that used SOAP and WSDL.
* Written SOQL, SOSL query language necessary for application in Apex Classes and Triggers.
* Worked on cross platform usage of project functionality using Lightning.

**Environment**: Salesforce.com platform, Apex Language, Lightning, Apptus CPQ, CLM, Sales cloud, Service Cloud, Visual Force (Pages, Components, Controllers & Extensions), Data Loader, Data Modeling, MuleSoft, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in.

***Client: KeyBank, Cleveland, OH Sep 2016 – Aug 2020***

***Role: Salesforce Developer / Admin***

***Responsibilities:***

* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs.
* Created and deployed Several Reports using salesforce.com platform.
* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* 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.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Developed VF components in mobile apps.
* Created and used Email templates in HTML and Visualforce.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment**: SFDC, Apex, Data Loader, Force.com, Import Wizard, Lightning, Apptus CPQ, Sales cloud, Service Cloud, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.

***Client: PB Technologies, India Aug 2012 – Dec 2013***

***Role: Salesforce Developer***

**Responsibilities:**

* Created many Data extensions to accommodate custom scenarios. Configured and designed journey’s using journey Builder.
* Effectively communicate between technical, operational and strategy groups.
* Worked on code optimization using the best practices of Salesforce in order to increase the performance of the application by considering the SFDC Governor Limits.
* Worked on setting up the entire process for development, deployment.
* Played a vital role in the project by handling millions of records with bulk triggers logic and tracking the status of each record which is generic to all objects.
* Automated the import, extract and query activity using Automation Studio. Used Dynamic content for subject lines.
* Worked on an internal application this was built using Angular framework.
* Data model creation and redesigning the existing application to build a robust with best practices.
* Used SOAP & REST API to invoke triggered sends and create redundant data.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Build Documentation for the end users and managers for easy navigation and access.
* Handled entire application sharing standards using Role hierarchy, Criteria Based Sharing Rules, Permission Sets, Territory Management and Apex sharing to meet the business requirements.
* Enhancing the business logic and handled apex controllers to support multilingual, multicurrency for multiple businesses in one application.
* Involved in setting up Sales Cloud Queues, Web-to-Lead setup, lead conversion mappings, Assignment Rules, and Auto-Response Rules.
* Developed configurable logic using custom labels, custom settings and custom meta data types.
* Implemented complex custom apex logic using best practices and sharing standards.
* Created new and also redefined existing bulk triggers which support bulk data and process the records to meet business process along with error tracking for each record.
* Worked with Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions.
* Code commits to the different branches based on the sprint cycle and supported QA by providing necessary business details.
* Helping the team by creating demo data and support at UAT phase by providing immediate bug fixes if any.
* JIRA is used for effective tracking of stories, sprints and their status.

**Environment:** Salesforce.com platform, Apex Language, Lightning, Apptus CPQ, CLM, Sales cloud, Service Cloud, Visual Force (Pages, Components, Controllers & Extensions), Data Loader, Data Modeling, Apex Triggers, Reports.