

Dawood Ibrahim

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CAREER GOALS

To build a career in an organization which provides a challenging work environment along with the growth of knowledge that helps in the development of self and the organization.

PROFESSIONAL SUMMARY

- Total 6 years of experience in which 4.5+ years of experience in Salesforce.com in various stages of Software Development Life cycle including development, enhancements, deployment, maintenance and support projects.
- Experience in **Lightning Aura and Lightning web component framework**.
- Designed and developed **Apex Classes, Apex Triggers** and **Batch Apex** jobs for various functional needs in the application.
- Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
- Salesforce Platform Developer 1 Certified.

PROFESSIONAL EXPERIENCE

LnT Infotech

Software Engineer
27th Jan 2023 - Current

HCL Tech

Software Engineer
20th Feb 2018 - 13th Jan 2023

Sumtotal Systems

Content Integrator
4th Apr 2017 - 31st Jan 2018

EDUCATION:

Kite College of Engineering

B.Tech
Sept 2012 – July 2016

CERTIFICATIONS:

- Salesforce Platform Developer 1

TECHNICAL SKILLS :

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|------------------------------------|--|
| Salesforce.com Technologies | Salesforce CRM, Apex Language, Apex Classes /Controllers, SOQL, SOSL, Visual Force Pages, Apex Triggers, Apex Data Loader, Custom Objects, Lightning and LWC |
| Web Technologies | Visual Force, HTML, CSS |
| Database Languages | SOQL, DML |

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|-----------|---------------------------------|
| IDE | Force.com IDE, Apex Data Loader |
| CRM Tools | Salsforce.com |

Projects Summary:

Salesforce Experience Cloud Implementation for a Job Consultancy Firm.

- The client is a leading consultancy firm based in the United States. They have their own platform where the desired candidates can search the job specifically for schools and schools can also post job vacancies. The business requirement of the project was that the client wanted to shift their current platform from MongoDB to Salesforce.
- Collaborate with stakeholders and technical team to gather requirements to define the technical implementation
- Setup Experience Cloud for the client in Salesforce for the purpose of data management and better customer experience.
- Mapping objects and fields from MongoDB to the salesforce by creating a script on Node.
- JS and migrating the data. We got the data from MongoDB and stored that data in the corresponding Salesforce objects.
- Created Permission sets for the candidates and recruiters to switch into the multiple profiles.
- Created Apex classes for creating a best match filter logic, so that the Candidate can get the specific job according to the requirement, and in a similar way, the Recruiter can get the particular Candidate.
- Created LWC components for multiple screens like Candidate and recruiter dashboards, school search, candidate search, filters, etc.
- Created UI for Learning Management System where the end customer can get the modules for learning.
- Created a component for the payment and integrated Stripe for payment.
- Implemented an automated email system using Salesforce's Email Services and Apex programming language, which sent an instant email to customers which include subscription details and invoice.

Stripe Integration with Salesforce

- The client is a leading seller of luxury brands in the USA, including perfumes, scents, and fragrances for women and men. The business requirement was to create an invoice and billing system which will allow customers to make an online payment for their purchases.
- Architected an invoice and billing system that enabled customers to make online payments for luxury perfumes and scents, utilizing Stripe for payment processing and Salesforce for invoice creation and management.
- Integrated Stripe with Salesforce using the Stripe API and Apex programming language, enabling easy invoice creation and real-time payment processing.
- Implemented multiple payment methods, including Card Payment, ACH payment, and recurring billing, utilizing Stripe's API and Salesforce's Apex programming language.
- Designed and developed a Lightning Web Component (LWC) for the payment page, using Salesforce's LWC framework and Apex programming language for seamless integration with the Salesforce platform.
- Integrate the Google re-captcha with the Salesforce community site to prevent bot attacks while making the payment and helped in securing the payment gateways
- Implemented an automated email system using Salesforce's Email Services and Apex programming language, which sent an instant email to customers after their purchase, including order details and payment confirmation.

Event Management Firm

- The client is an event management company located in the United States. The business requirement of the project is to get the dynamic data from the website portal to Salesforce, pull previous data from Hubspot, and automatically send email confirmations and reminders to registered attendees after a successful registration process.
- Engage in collaborative efforts with cross-functional teams to data migration, and maintain the quality of data within the Salesforce platform.
- Developed an LWC (Lightning Web Component) to directly capture applicant data which was exposed on a public community page to which users can be redirected from the registration tab on the existing website.
- Created a trigger to automatically send a confirmation mail to registered attendees.
- Created a scheduler job to send reminders to attendees regarding upcoming events.
- Migrated data from Hubspot to Salesforce to retrieve all previous user information.
- Integrated with Stripe has been implemented for the payment process. This integration allows for a seamless and secure way for the event management firm to process payments from attendees.

Automation for an interior designing firm

- The client is an interior designing firm based in the United States. The business requirement of the project was that the client wanted an automated system for various functionalities available to its website portal to Salesforce.
- Implemented an integration between Salesforce and accounting software using the data between Salesforce and accounting software can be exchanged as soon opportunity gets closed-won.
- Developed a custom component within Salesforce, which provides a unified view of all related objects' details in a single entity. This was achieved by leveraging Salesforce's lightning web components (LWC) technology.
- Implemented various automation and workflow rules to automate email alerts. This included creating workflow rules that trigger email alerts when specific events occur, such as the creation of a new record or an update to an existing record.
- Created a custom LWC component for the Opportunity object in the Salesforce org. This component allows users to quickly and easily manage their opportunities, view related records, and perform other related actions.
- Customized the UI of the dashboard, including creating reports that display data in a visually appealing and informative way. This was achieved using Salesforce's dashboard customization tools and report types.
- Created email templates to send email alerts to clients and customers. This included leveraging Salesforce's email template functionality to create templates that could be used for various email alerts and communications.

Streamlining Lead Management and Application Tracking for a Visa and Passport Service Provider

- The client, a leading visa and passport service provider in Australia, aimed to streamline their lead management process by integrating their website portal with Salesforce. Additionally, the company wanted to have a system in place for tracking customer application status and scheduling appointments with customers via Calendly's round robin feature.
- Installed cf-7 plug-in into the website portal to capture leads and store them directly in Salesforce and mapped standard fields in WordPress to custom fields in Salesforce.
- Developed a Web Case form on the website portal to track the application status of customers.
- Created an LWC component for WhatsApp integration, using the WhatsApp MetaAPI for better communication with customers.
- Integrated Calendly with Salesforce, allowing customers to schedule appointments at their convenience.
- Implemented real-time notifications to inform customers of their application status updates.
- Developed a custom reporting solution to provide insights and track the performance of the lead conversion process.
- Created a Knowledge base for the customers, where they can find answers to common questions regarding the visa and passport process.

DECLARATION :

I hereby declare that the above information is true and I solely take the responsibility for it.