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|  **Name: Syed Zaheer****Email: - jobszaheersf@gmail.com** **Phone : 786-529-4006**  |  C:\Users\Unitech\Desktop\SFDC ADM 201.png   |

**Professional Summary:**

* Bachelors of computer Science and having over 7+ years of experience in IT industry which includes experience in Salesforce.com CRM Platform as Administrator and developer in Salesforce.com and **Lightning Platform using Lightning Components, Lightning Web Components** included Lightning pages, apps, Bundle, Events etc…
* Experience on **MVC** Framework and **Lightning** Framework
* Working knowledge on **DevOps tool VSTS**
* Working the process for release management in the **VSTS DevOps** too including **CI/CD.**
* Created on **Spark Kafka, Performance Tuning**, JavaScript Frameworks, Apex Design Patterns, Salesforce security model
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* working on the **Angular JS, Bootstrap, CSS3, REACTJS**
* Working with **Maintain infrastructure** and web services developed including security (1 way and 2 ways SSL), along with all other customized tools across the [salesforce.com](http://salesforce.com/) applications.
* Lightning components and added Design Parameters from **Lightning Design System** (LDS) Customized Lightning components were built using Java script on client side and Apex on server side.
* Experience in Administration, Configuration, Implementation and Support of sales force CRM and sales force SFA applications based on Apex Language and leveraging Force.com Platform world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
* Provided customer with best practice solutions as related to Salesforce.com and CRM.
* Extensive expertise in SFDC development using Visual Force Pages, Visual Force components, Force.com IDE, SOQL, and SOSL.
* Experienced with Sales Cloud, Service Cloud, Call Center, Chatter and App-exchange.
* Hands on experience with Apex Language, Apex Trigger, Apex Class, Test Methods, Web Service, and Visual force Pages, Visual force Components Controllers. Experience in Software Testing Projects, SQL Server.
* Implemented complete application design and development process in Salesforce.
* Experience in data migration using Salesforce data loader and import wizard.
* Experienced in developing HTML pages with Java script validation for Web to Lead, and Web to case.
* Extensive experience in business CRM process like Forecasting, Campaign Management, Lead management, Pipeline Management, Account Management and Case management.
* Developed Custom Controller, Extensions, Triggers, Test Methods, and Web Services.
* Excellent communication and inter-personal skills, experienced working with both large and small teams.
* Worked with **WSDL, BULK API, callouts, and Web services**.
* Implemented Salesforce.com with other internal/external applications using **SOAP** and **REST** based web services.
* Worked in using **Developer console** and **Debug logs** for debugging apex methods.
* Worked in all phases of Software Development Life Cycle (SDLC) like requirement **analysis, architecture and design, development, testing and post implementation** revisions.
* Work within an Agile Scrum and DevOps model.
* Assist in other duties as needed and directed.
* Good knowledge on Case Assignment, Knowledge Management and Case escalation rules
* Excellent Salesforce Customer Community Portal experience, to fully leverage Portal capabilities in support of new requirements.
* Worked on Notification services in setting up the Scheduled jobs and alerts.
* A well-organized, goal-oriented, highly-motivated effective team member with excellent analytical, troubleshooting, and problem solving Skills.

**Education & Certifications:**

* Bachelors in Computer Science from India
* Sales force Certified Developer.
* Sales force Certified Administrator

**Technical Skills:**

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| **Programming Languages** | C, C++, C#, Java, Apex. |
| **Databases** | SQL, SOQL, jQuery, DB2, MYSQL, Oracle etc. |
| **Operating Systems** | Windows 10/8/7/Vista/XP |
| **Scripting Languages**  | JavaScript, CSS |
| **Web Technologies** | Web services, HTML, XML, CSS and JavaScript |
| **SFDC Tools**  | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, JQuery,Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **SFDC Technologies** | Force.com platform, Custom Objects, Workflow & Approvals, Validation Rules, S- Controls, Apex Classes/Controllers, Test Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components), Sandbox development & Testing, Reports, Dashboards, Analytical Snapshot and Data Migration |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Cast Iron web sphere Integration, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Analytics** | Wave/Einstien |

**Professional Experience**

**GM Motors, Detroit, MI Apr 2019 to till date**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Performing administrative responsibilities to include validation rules, custom fields, workflows, custom objects, fields, and formulas on Standard Salesforce Case Object and Custom Objects.
* Created picklist, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Setup Auto Response Rules and assignment rules.
* Customized User Roles, new User Accounts and assigned profiles, Role hierarchies, Profiles, Page layouts and sharing settings to ensure that the protected data is available only to the authorized users.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Working on the integration of components by consuming soap API. Integrating the web services for extracting the data from external systems to display in pages of salesforce.com.
* Involved in creating workflow rules for automated alerts, field updates according to the business criteria and built Visual Force Email Templates and Field updates for sending Email notifications to the internal users.
* Responsible for writing SOQL & SOSL queries with consideration to Governor limits for data manipulation needs of the application using the platform database objects.
* Export, update, delete, insert and bulk import or export of data in development sandboxes using Data Loader from salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Working closely with Team Lead or Project Manager to develop solution in accordance to the system design.
* Implemented Security and Sharing rules at Object Field and Record levels for different users in the organization.
* Interacting with various business groups to gather the requirements for salesforce implementation and documenting the business and software requirements.
* Designing and developing apex classes, controller classes, extensions, web services and Apex triggers for various functional needs.
* Created customized UI on Service cloud as per the client and application requirements using Visualforce.
* Used the Force.com plug-in for Eclipse IDE to develop enhance, test, and deploy applications on the Salesforce platform.
* Analyzing the Scenarios for switching between salesforce classic and the Lightning Experience.
* Migrated the standard and custom objects in standard experience to lightning experience.
* Writing new stories during Lightning upgrade, translate requirements into clearly defined technical tasks.
* Strong experience in deploying Salesforce components across various Sandbox and production instance using Change Sets.
* Working on creating Test Classes for the Custom codes in the system and deployed it to the production to satisfy code coverage.
* Monitoring performance and provide responsive action to issues, maintaining high-level internal customer satisfaction through the successful resolution of customer requests/issues/change requests.
* Understanding the solution designs, implement programmatic changes and configuration in salesforce and work with the technical lead to build code as per the recommendation.
* Worked on JIRA for the requirements gathering and moving the requirements to various levels once they are being done.
* Attended technical review sessions and trainings with the assistance from architect.
* Identifying areas of continuous improvement to reduce overall support requirements.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Involved in testing and deploying the application in UAT and performed production fixes.
* Working with the user group for requirement gathering throughout the planning and implementation.
* Create user manuals for new applications and troubleshoot user issues, managed incoming tickets relating to field and record accessibility.
* Working with developers to transfer knowledge of Salesforce.

Environment: Saleforce.com CRM platform, Force.com Sites, Apex, Visual force, Custom Component Lightning Component, Reports, Workflow & Approvals, Pages, Data Loader, HTML, CSS, Angular.js, REST, SOAP, Community cloud, Reports, Service Cloud, Sales Cloud, Custom Controllers, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Production, web Services.

**City Bank,** **New York City Oct 2017 – Mar 2019**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Upgraded from Legacy environment ( Salesforce Classic) to Salesforce Lightning .
* Created Dashboard and Reports for the business users with respect to the requirements.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change Sets.
* Worked on creating Test Classes for the Custom codes in the system and deployed it to the Production to satisfy code coverage.
* Involved in creating Workflow rules according to the business criteria and built Visual Force Email templates and Field updates for sending Email Notifications to the internal users.
* Involved working in the integration components by consuming Restful API s.
* Experience in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules and Work Flows for automated alerts, field updates, and Email generation according to application requirements.
* Worked as an enhancement team member and performed the roles of Salesforce.com Developer and Administrator.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Worked on building Lightning Components by applying SLDS (Salesforce Lightning Design System) and embed these components in Visualforce pages .
* Created Lightning Components and used Salesforce Lightning Design System (SLDS) to convert existing Visualforce pages to lightning components.
* Created various Reports (Summary reports, Matrix reports, pie charts, Dashboards, and Graphics).
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in Lightning experience.
* Developed Visualforce Pages using different components and using Angualr.js, HTML5, CSS3.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Skilled in understanding and implementing the new salesforce Lightning Experience.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards .
* Defined objects and field level security for different objects.
* Worked on Community cloud to connect with customers and employees with each other.
* Followed Agile & Scrum methodology for the execution of day to day work related activities.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions .
* Worked on converting Salesforce classic VF pages into Lighting using Lightning components and Lightning App builder.
* Written Apex REST API Web Service classes to automate the end to end flow.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks,email alerts, field updates to implement the business logic.
* Involved in writing triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Implemented visual force pages with custom controller, standard controller, controller extension and standard set controller .
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes.
* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rule.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in Data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Performed Bulk Data Migration from Applications to Salesforce using Import Wizard, Excel Connector, Data loader, Workbench, Apex Data Loader utility.
* Managed UAT live support and production fixes.
* Developed different Visualforce Pages to suit to the needs of the application using different Visualforce components.

Environment: Saleforce.com CRM platform, Force.com Sites, Apex, Visual force, Custom Component Lightning Component, Reports, Workflow & Approvals, Pages, Data Loader, HTML, CSS, Angular.js, REST, SOAP, Community cloud, Reports, Service Cloud, Sales Cloud, Custom Controllers, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Production, web Services.

**SEI INVESTMENTS, DENVER, CO April 2016 – Sep 2017**

**Sr.Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, opportunities, Reports and Dashboards.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Developed and Customized User interface in Salesforce.com using Visualforce, Apex controllers and Force.com IDE .
* Implemented Email-to- Case, Case Escalation rules, Case Assignment rules for service request automation.
* Worked on SOQL and SOSL statements within custom controllers, extensions and triggers by following the Governor limits in Salesforce.com.
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex triggers, API integration for various functional needs in the application using the Eclipse IDE .
* Managed Service Cloud components including Service Console, Partner portal , Call Center, CTI integration, Customer Portal, Live agent, Knowledge Base and Entitlements
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Regularly keeping track on client’s requirement to achieve their organization business goals.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Effective in use of Git-Stash for version controlling and JIRA Bard for issue tracking.
* Worked closely with senior management on a Specific track to meet goals and Documented process work flows reflecting interactions between all software within IT identifying how information is processed and what forms of communications are used.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader , also used Data Loader for insert, update, and bulk import or export of data from Sales force Objects.
* Responsible for Continuous Integration (CI) and Continuous Delivery (CD) process implementation using Jenkins and Project Management tool as JIRA.
* Individually worked on creating and implementing the Web-TO-Case functionality to solve and track customer issues.
* Participated in the training sessions provided by the Salesforce team.

Environment: Salesforce.com, Security Controls, Assignment rules, Escalation rules, Record types, Custom objects, Ape, Community and Partner Portals, Visualforce Pages, Jenkins, Jira Tooling API, Eclipse IDE.

**C&J Energy Services, Houston, TX Oct 2015 – Mar 2016**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Designed and developed Visualforce Pages to meet various functional needs.
* Created the company profile, set up new users, defined roles and set up public groups, involved in setting up field level access for each custom object created based on the user's role within the Organization.
* Utilized Apex Classes, Controllers and Apex Triggers for various company specific functional needs in the application.
* Worked with Approval processes that used Email Approvals and Parallel Approval steps .
* Created Dashboards and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Worked as administrator to maintain Application Level Security and involved in discussions to implement System Level Security configured Single Sign-on.
* Created Custom objects , fields according to the requirements of business which are useful in the validation of entitlements
* Good experience in development and maintenance of Sales & Service clouds.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on SOQL and SOSL queries.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements.
* Strong knowledge of sales, marketing, service and support automation
* Communicating with executive management on project status and overall project progress against target.
* Involved in Salesforce.com Application Setup activities and customized the objects to match the functional needs of the organization.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail page and edit pages.
* Created workflow rules and defined related actions, time triggered tasks, email alert, field updates to implement business logic.
* Built package.xml and deployed components to sandbox and production instances using Force.com ant migration tool, Workbench and Change Sets.

Environment: Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Sandbox, Workbench, Data Loader.

**Connectica Software Technology Ltd, India August 2013 –Sep 2015**

**Java Developer**

**Responsibilities:**

* Developed java scripts for all client-side validation and developed User Interface (GUI) using JSP, CSS, JSTL, and XSL.
* Responsible for analysis, design, development, and integration of UI components with backend using J2EE technologies such as MVC framework, Servlets, JSP and JDBC for database connectivity.
* Worked on Agile Methodology to meet timelines with quality deliverables.
* Implemented the presentation layer using Struts MVC framework.
* Creating HTML Web pages utilizing JavaScript and CSS.
* Involved in High Level Design and prepared Logical view of the Application.
* Created Data Source and deployed web application in the WebSphere application Server.
* Used Version Control Tool SVN to perform Checking-out and Checking-in of codes from the repository.
* Developed user interface using JSP, HTML, CSS, and JavaScript to simplify the complexities of the application and worked on XML parser and XML beans as well.
* While using spring as Application Level Framework, hibernate is used as persistence Framework.
* Design and implementing Model view controller (MVC) architecture using spring framework.
* Wrote Hibernate classes, DAO's to retrieve & store data, configured Hibernate files.
* Used Jenkins Jobs for build automation to compile and generate EAR and WAR files.
* Involved in raising questions for business, getting answers from them, bug fixing, and tracking is done by JIRA.
* Developed RESTful web services using JAX-RS, Apache CXF and spring frameworks and persistence using Hibernate and JPA ORM frameworks.
* Jersey implementation of JAX-RS is utilized to develop RESTful Web services.
* Consumed RESTful Web services (JAX-RS) provided by different vendor to use for Address verification and validation.
* Involved in creating and extracting data from database using SQL Queries, PL/SQL Stored procedures, triggers, and packages on Oracle database.
* Used Maven for build, cruise control is used continuous building.
* Used SVN as version control system for source code and project documents.

Environment: JDK, Java, Struts, Hibernate, Web Services, Servlets, JSP, JDBC, XML, JavaScript, Core Java, ANT, MAVEN, AJAX, CSS, Oracle, Web Logic, UNIX, PL/SQL Developer, JUnit, Agile, Eclipse IDE