Shireen Zaheer

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 **PROFESSIONAL SUMMARY**

* 11+ years IT experience in all Software Development Life Cycle (SDLC) phases from requirement gathering to analysis, design, development, implementation &enhancement of projects in Salesforce.com Confidential & JAVA.
* Experience in implementation & design of Salesforce.com Confidential and Force.com platform with proficiency in using Java and Scripting languages as Sales force Administrator & Developer.
* Experience in full cycle implementation of Sales Cloud and Service Cloud.
* Service Cloud - Case Management, Customer Portal, Console, Chatter Answers and Ideas.
* Experience in Administration, Configuration, Implementation, and Support of Salesforce CRM based on Apex Language and leveraging Force.com Platform.
* Experience in development in Demandware/Salesforce Commerce Cloud using Pipeline, ISML, JavaScript, HTML5, CSS3.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Extensive experience in providing Salesforce solutions to different clients , ranging from Salesforce Commerce Cloud, Sales Cloud, Service Cloud, Marketing Cloud Desk.com, Salesforce1 Mobile, Salesforce Lightning Components, Salesforce Lightning Web Components and Lightning Apps.
* Facilitate communication between Business Owners & Development team to produce effective project outcome. Strong interpersonal communication, time management, process optimizations & problem solving skills with detail orientation in the technology arena.
* Experienced working with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), IBM sterling CPQ.
* SFDC development using Visual Force Pages, VF Components, Apex Classes, and Custom Controllers, Controller extensions, tests, test cases, SOQL, SOSL, MVC architecture andForce.com IDE.
* Experience in integrating external web systems with salesforce using REST and SOAP web services.
* Experience in web technologies like HTML, XML, and JavaScript and also experienced on working with data structures to manage large amount of data efficiently.
* Salesforce Development Life Cycle implementation covering Sales Cloud, Service Cloud, Call Center, Chatter and App - exchange applications.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Customized existing Visual-force to align with Salesforce new Lightning UI experience.
* 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.
* Understanding on how to Create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Experience building and customizing Lightening Web Components (LWC).
* Experienced in building the custom application using Lightning Components/ Framework.
* Experienced with Lightning UI development, creating Lightning pages by using component, controller, style, helper, design, render, documentation, SVG.
* Expertise in Visual Force, APEX Database, APEX Triggers and APEX Testing. Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Proficient with Synchronous Apex: Anonymous code block, Apex Triggers, and Visualforce classes .
* Good experience with Inbound and Outbound Integration of Salesforce and on premises (legacy) systems using REST, SOAP Web Services, and Third party tools such as Informatica, Boomi and Cast Iron.
* Salesforce Confidential UI customization using Apex, Custom Controllers, Visual force, CSS, JavaScript libraries
* Confidential Business processes like Forecasting, Campaign management, Lead Management(Web-to-Lead), Order Management, Account Management, Case Management (Email-to-Case & Web-to-Case)
* Salesforce Integration with Oracle, SAP ERP using Apex web services WSDL & outbound messaging
* Writing Apex batches, Schedule classes by implementing interfaces to process large data sets
* Customization of Salesforce.com Accounts, Leads, Opportunities, Cases, Campaign, Solutions, Standard Objects &Custom Objects; Data Validation, Sales, Marketing, Customer Service and Support Administration
* Implement Security & Sharing rules, Configuring Permission sets, Field level security, Object level security, Profiles, Triggers, Resource monitoring using Custom objects, Triggers, Workflow rules, Approval process for Automated alerts, field updates, SOQL, SOSL, Visual force pages and Apex classes.
* Eclipse IDE with Force.com plug-in for writing business logic in Apex programming language
* WSDL, SOAP API, REST API, Call Outs, Batch and Schedule Apex programs
* Implement data security/visibility rules using Sharing rules, configuring OWD (Organization wide default), create criteria-based &owner-based sharing rules across objects and sharing data to different set of roles
* Salesforce.com governor limits understanding with ability to optimize code to respect the limits
* Agile Methodologies, Scrum Software Development processes as well as Waterfall model.
* Good understanding of the Apttus CPQ.
* Documentation as per the standards with respective SOP (Procedures)

 **Certification**

* Salesforce Admin Certified

 **Education**

* Masters in Pune University (Computer Science)- 2007
* Bachelors from Pune University (Computer Science)- 2005

 **Technical Skills**

* **CRM Tools -**Salesforce.com
* **Salesforce.com:** Salesforce DX, Apex, Visual force, SOQL, SOSL, Apex Triggers, Apex Classes, Apex Controllers, Json, Workflows and Approvals, Email Templates, Formulas, Validation Rules, AppExchange, Eclipse, Salesforce.com, Force.com IDE, Apex Data Loader, Wave Analytics, zPaper Solutions, DocuSign, Oracle Big Machines CPQ, Apttus CLM, SVN, Jenkins.
* **Salesforce Technologies:** Apex, Triggers, Scheduler, Batch Apex, Apex Class & Apex Web Service, VisualForce, Salesforce Lightning, Commerce Cloud, Cloud Craze, Sales Cloud, Demandware ,Service Cloud, Custom Controllers, Extensions, Record Types, Chatter, SOQL, OWD (Organization Wide Default), Apex Data Loader, SOSL, Workflow, Outbound Messages, Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Lightning, Salesforce Communities, Dashboards, Security Controls, AppExchange, Sandbox, Salesforce 1.
* **Methodologies:** AGILE (SCRUM), WATERFALL, V - MODEL, SDLC, STLC
* **Testing tools:** Selenium IDE, Selenium RC, Selenium Web Driver, Selenium Grid, Cucumber, SOAPUI, Eclipse.
* **Test Build & Integration Tools:** Maven, ANT, Jenkins, SVN, GIT.
* **Programming Languages :** C, C++, C#, Python, JAVA, JavaScript, React, JSON, Ajax, JQuery, Bootstrap, Angular JS,.
* **Databases:** MYSQL, Oracle, SQL Server.
* **Browsers:** Internet Explorer, Mozilla Firefox, Google Chrome, Safari
* **Markup Languages:** HTML, CSS, XML, XPath, CSS Selector
* **Operating Systems:** UNIX, WINDOWS, Linux, Mac OS
* **Frameworks:** TestNG, Keyword driven, Data driven, Page Object Model, Hybrid.
* **MS Office Tools:** Outlook, MS Word, MS Excel, MS PowerPoint, MS Access
* **Other tools:** Jira, Rally, Auto IT, Eclipse, Firebug, Fire Path.

 **Work Experience**

**Lead Salesforce Developer**

**American Express- Durham, NC Mar 2019 to Present**

* Collaborated with sales team &business analysts to analyze business, technical needs &design solutions by customizing standard objects of SalesForce.com (SFDC); developed project templates as per SDLC methodology.
* Implemented Salesforce.com (Sales Cloud) to support online advertising products including Lead, Opportunity and Campaign Management.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Developed salesforce Lightning applications using Lightning Web Components (LWC), Controllers and Events and used custom CSS in the components.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Developed LWC - Lightning web Components for knowledge help utility bar as a custom component. involved in Apex Classes, SOSL, SOQL, Html, SLDS, Js controller, Java scripts.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Implemented Quote-to-Cash solution using APTTUS CPQ.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend, Visualforce pages and Salesforce Lightning Experience as user interface.
* Implemented new buttons and actions for Lightning components. Involved in creating and debugging lightning components, building with Lightning App Builder and Visualforce with the new Lightning Design System.
* Developed re-usable UI components with the Salesforce Lightning Component (LWC) Framework.
* Designed very complex Visual force pages & web forms using JavaScript, CSS3, Bootstrap, HTML5, JQuery, Angular JS and Controllers.
* Responsible for writing, reviewing, and maintaining all aspects of CRM migration documentation such as requirement document, high level design and low-level design document, UAT document from current process to future process in accordance to Salesforce.com standard and custom functionality
* Performed complex documentation efforts in order to have a successful CRM migration such as documenting existing processes within Phoenix CRM platform and recommended process improvements that could be done in Salesforce platform and its system capabilities
* Ecommerce Program/Project Manager to re - platform current ecommerce website onto Salesforce Commerce Cloud/ Demandware.
* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation
* Worked on Sales Cloud, Service Cloud, ServiceMax, SFDC for Outlook.
* Design and build Lightning Custom Component, Lightning App Builder UI.
* Administered multiple Salesforce.com instances in Sales Cloud, Service Cloud, ServiceMax
* Work on maintaining users, Profiles and roles for inside sales/service Team (Small Mid Sales/Small Mid Service
* Construct custom event, data, and process automation in APEX Triggers, Classes, Visualforce and Lighting Web Components (LWC).
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* I have provided Salesforce solutions to clients, ranging from Salesforce Commerce Cloud, Sales Cloud, Service Cloud, Marketing Cloud Desk.com, Salesforce1 Mobile, Salesforce Lightning Components (LWC) and Lightning Apps.
* Assisted stakeholders during UAT and QA team in thorough regression testing &analysis of the applications
* Worked on Chatter & Email integration features for Sales Cloud & Marketing Cloud; designed, developed, planned, tested& integrated Salesforce Cloud Services; configured Chatter usage to generate dashboard reports
* Developed Apex program & Apex triggers for various functional needs and worked with dynamic Apex to access objects & fields to describe information, execute SOQL, SOSL & DML queries.
* Provide subject matter expertise for functional and technical aspects of the DemandWare eCommerce platform.
* Supported the data migration & data export activities through various business centers using Apex Data Loader, Apex Data Export, Force.com Excel Connector and Import Wizard.
* Used Batch Apex for performing heavy Data Cleansing and archiving large number of records.
* Employed Data Loader to migrate data from Oracle to Salesforce database & configured in Oracle application to Salesforce platform; migrated leads, accounts & contacts to Sales Cloud using third party tools.
* Performed inbound, outbound integration with external systems using REST, SOAP Web services API and JSON Serialization and Deserializations.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Working knowledge of HTML, CSS, JavaScript, XML, and DemandWare business manager a plus.
* Processed large number of records in batches (considering governor limits) with Batch Apex.Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
* Wrote an Apex Trigger on Contact for cross-object field update for reporting purposes.
* Developed the web front end layer using JSP, JavaScript for the registration application where different users, employees, contractors, and clients can login to their maintenance pages and manage their accounts.
* Created Triggers, VisualForce pages, custom controllers, Outbound Messages and Email Services.
* Designed & created visual forceweb pages for functional needs in Salesforce to override functionality of buttons
* Integrated web services by making WSDL files to extract data from external systems to display in salesforce.com
* Established SOAP API with the aid of a two-way communication between Salesforce and other applications. Code deployment was done using the Eclipse IDE, Deployment Change Set and Snapshot.
* Proactively developed Apex Triggers and Apex classes. Created and managed Validation rules, formulas, Page layouts, permission sets and Assignment rules.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Worked with Accounts, Contacts, Leads, Campaigns, Cases, Solutions Standard Objects &Custom Objects
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Implemented search, filtering & tagging features on page layouts for sales to locate relevant marketing content &documents in SalesForce.com Confidential content; ensured effective ways to leverage Saleforce.com Confidential features.
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Developed apex triggers to perform custom actions before and after the changes to Contacts, accounts, Leads.
* Performed Apex Callouts to invoke external third party web services with future methods and REST API.
* Customized dashboards, workflows, alerts and custom validations using OOTB (Out-Of-Box) feature.
* Used Sand box for testing and migrated the code to the deployment instance after testing.
* Created summary reports, matrix reports, pie charts & dashboards and setup report folders to authenticate users based on profiles permissions; created objects screen that compares databases & schema changes.
* Performed periodic data cleaning and administered custom objects, workflow and campaign management.
* Involved in project documentation review cycles and followed-up for reviews to see them through to completion.

**Lead Salesforce Developer**

**BCBS - Chicago IL Sep 2017 to Feb 2019**

* Interacted with business team members to gather and document the requirements for Salesforce development and created Gap analysis document identifying the data, business process and workflows of the organizations with respect to Salesforce.com implementation.
* Use of Apex, Visualforce, Visual Workflow, JavaScript, and/or Lightning components to create unique customer-based solutions.
* Implemented a Lightning Web component to display data with checkboxes. Data is then passed from LWC to Screen flow.
* Put together a proof of concept built on Field Service Lighting based on user input.
* Created Custom Objects, Custom fields, Validation rules, Page layouts in salesforce within Apttus CPQ.
* Ability to write in HTML, CSS, Javascript, and popular Web UI frameworks within Visualforce pages or Lightning components.
* Worked on Lightning Web Components (LWC) on to integrate Oracle Integration Cloud OIC OBG to JFS.
* Application design and configuration using Salesforce.com automation including APEX, VisualForce, visual workflows, Process Builder, and Lightning components.
* Created lightning actions, lightning apps and more than 30 components using Salesforce lightning framework.
* Used the Aura framework and Salesforce lightning Design System (SLDS).
* Worked on creating Lightning Pages inside Lightning Community Builder.
* Administered, LWC configured and managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Worked as a CRM Functional Consultant/Team Member with Active Global Support (AGS).
* Used Aura Lightning, LWCs, VF, JavaScript, and Velocity to create custom applications tailored to the needs of the business
* Designed and implemented key matrix performance of newly implemented Salesforce CRM system in order to capture users satisfactory rate and other pertinent user’s feedback regarding the new Salesforce system
* Administrated and implemented the company’s Salesforce CRM application.
* Worked with Visual Force Pages, Custom Controllers, Extension, Apex Coding, Batch Apex and Apex Web Services.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Managed Salesforce Automation, Complex workflows, Time Triggered Workflows, Outbound messages, Approvals and processes to achieve required automation tasks.
* Created Salesforce application with best practice of SFDC architecture and CRM insurance business model.
* Created Visualforce pages, Apex Triggers, Apex Classes, Test Methods and Workflows.
* Performed inbound, outbound integration with websites using REST, SOAP Web services API.
* Performed integration with in house legacy system (Oracle) with the help of RESTful web services.
* Worked closely with business partners to realize the full capabilities of Salesforce CRM.
* Designed solutions utilizing several features on the Force.com platform including approval process, workflow, custom settings, Apex Classes/Triggers, flows, Sites, Web Services, Static Resources, Visualforce source page, Touch, Service cloud and Sales Cloud.
* Ability to use Demandware Script API packages.
* Worked on GitHub, Jenkins for graphical user interface for synchronizing Organizations Data.
* Implemented Web-to-Lead and converted into Custom Client Object and maintained system interface diagrams and functional designs.
* Used Batch Apex, SOQLto fetch and perform updates on very large records.
* Created search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages. Provided support for existing deployed apex classes and triggers.
* Used Data Loader, jitter bit and Informatica Cloud for Insert, Update and bulk import and export of data from Salesforce objects, used it to read, extract and load data from comma separated values (CSV) files
* Assisted the business stakeholders during UAT and also the QA team in through regression testing and analysis of the applications.
* Created Formulas, Email Templates, Triggers, Approval Processes, Approval Page Layouts and defined approval actions on them to automate the processes (considering best practices).
* Implemented complex approval process to ensure proper authorization in the high-stakes environment of capital management
* Created Security settings for Roles and Profiles and managed Security Sharing Settings and OWD.
* Involved in Analysis, design, development and implementation of salesforce.com applications.
* Implemented Customer Portal.
* Developed Apex Triggers, Assignment rules, Escalation rules to enable proper routing of cases to the case team members. Used batch apex, SOQL to make field update to every Account in the Organization.
* Worked with Biz to obtain requirements thereby designed, implemented, unit tested, maintained, and troubleshoot the application.
* Interacted with various business team members (JAD Sessions) to gather the requirements and documented the requirements.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.

**Senior Salesforce Developer**

**Amazon – Seattle WA April 2014 to Aug 2017**

* In this role, I am fully responsible for fully responsible for full life cycle of Salesforce.com platform implementation and integration with several business systems, all design specifications, implementation (coding), unit and integration testing (automated and manual), monitoring and maintenance.
* Configuring different sales processes according to the business flows and the different business stages.
* Involved in CRM process like Design, development, Planning, testing and integration.
* Contribute to all technical aspects of projects from requirement gathering through deployment and driving the integration design.
* To configure the customer journey with the company, worked on Journey Builder, Email Studio, mobile studio and Automation Studio of Salesforce Marketing Cloud (Exact Target).
* Worked on Marketing Cloud data product, DMP activating and unifying the data to strengthen consumer relationships.
* Developing AMP script code to implement business requirements by creating dynamic content.
* Involved in Salesforce Marketing Cloud implementation, designed email automation journeys and segmentation.
* Created front end, UI/UX and back end data systems for an interactive online event management system within their Exact Target Marketing cloud.
* Configured Salesforce Marketing Cloud connector.
* Implemented marketing cloud on campaign object in order to promote sales and designed UI components in reports in Salesforce Marketing cloud using jQuery and BootStrap.
* Worked on Standard Objects and few Custom Objects that related to the business and developed custom relationships between the objects.
* Developed various Custom Objects, Tabs, Entity Relationship data model, Validation rules on the Objects.
* Customized lead conversion and created field mapping to Accounts, Contacts and Opportunities.
* Created the Account, Contact and Opportunity pages with web Service calls for the values to be populated based on the conversion.
* Created Workflow rules and defined related tasks, time triggered tasks, email alerts, field updates, Approval processes, outbound messages, formula fields, public groups to implement business logic.
* Created Workflow, Email Templates and Permission sets.
* Created workflow rules and defined immediate and time-based actions to enhance the features to incorporate the new requirements.
* Created Profiles and Roles based on Organizational Role hierarchy, implemented Record-Level and Field-Level security and configured their sharing settings.
* Worked on managing the Profile Permissions for the users in Salesforce.
* Configure SSO (Single Sign On) authentication for user’s login from a Microsoft environment to a Salesforce Org and to integrate LDAP with Salesforce using SSO.
* Gave profile permissions and knowledge user licenses for all the users and support specific profiles.
* Created Visualforce pages, Classes and Test Methods.
* Created Visualforce pages with Iframe for integrating with other system.
* Designed and developed User Interface using HTML and CSS for portal built on force.com platform.
* Worked on custom page using Visualforce page, JavaScript, CSS to capture user’s comments which are posted as chatter feed on cases converted solutions to knowledge articles in multiple instances.
* Migrated data from external sources and performed insert, delete, upsert, and export operations on millions of records.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex triggers for various functional needs in the application.
* Created custom Controllers implementing Complex code for retrieval from Salesforce to Visualforce pages.
* Wrote SOQL and SOSL statements within custom controllers.
* Worked on Security issues in the existing codes with sharing rules, CURD operations and Field Level Security.
* Responsible for Agile methodology testing package upgrades in sandbox org and deploying in production org.
* Create and maintain development and integration plans.
* Involved in the design of database schema, data modelling, performance tuning and debugging.
* Advanced custom debugging system developed for tracking the errors.
* Implement Solutions for concurrency issues during integration calls.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug - in using Eclipse.
* Developed Custom web services to accept request and send back response after processing in real time.
* Batch and Scheduled jobs are implemented to process the failed requests.
* Ensure that development projects meet business requirements and goals, fulfill end user requirements and identify and resolve system issues.
* Provide detail design and documentation of each component of the solution such as data migration, integration and custom development.
* Maintain high customer satisfaction through the delivery of high quality, timely, and through solutions to customer problems.
* Prioritize work items to make sure that critical assignments get taken care quickly by using Omni Channel.
* By integrating Omni channel with Service console, assignments handled to agents right from the Omni channel in the console.
* Resolved technical inquiries regarding mobile software and operating systems, virus removals, trouble shooting of mobile devices.
* Build and maintain successful relationship with service providers, dealers, and consumers.

**Salesforce Developer**

**UHG – Minneapolis, MN Aug 2011 to Mar 2014**

* Involved in identifying, planning and implementing new Salesforce.com features and functions new screens, workflow, force.com objects, reports, apex code) to meet business requirements.
* Handled different Integrations with other platforms.
* Developed various Custom Objects, Tabs, Components and VisualForce Pages and Controllers
* Administered, configured, maintained Salesforce.com application user stories profiles, roles, assigning Permissions, generating security tokens, Service Cloud administrative, validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs and implemented the business logic as per the requirements.
* Worked on various CSC on Commerce Cloud Also, Worked on demandware
* Acted as SME for Source control tools (TFS 2013/GIT/GitHub/ dev hub /Subversion), CI tools Jenkins, TeamCity, deployment tools Octopus Deploy, web Deployment Manager.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management, salesforce Lightning applications and used custom CSS in the components.
* Worked on Multi Language features of Salesforce Commerce cloud
* Work with our institutional management team to establish suitable processes to support administrative, Service Cloud administrative development, and change management activities
* Implemented all modules of eCommerce (Product Information, Content Management, Order Management, Pricing and Promotions in both B2B, B2C and SFRA.
* Provide MES solutions to the customer using recipe design and system configuration.
* Troubleshooting of EBR execution, MBR design, BRR reports and MES Peripherals.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Collaborated with various Confidential objects like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked in agile methodology Process and Sprint System whole procedure.
* Involved in building the Customer Portal in the organization.

**Salesforce Developer**

**Fidelity Investment – Durham, NC Sep 2008 to July 2011**

* Facilitated client meetings to determine requirements for implementing solutions using an Agile methodology.
* Interfaced with clients and conduct presentations around project kickoffs, requirements, governance and other related tasks
* Implemented Java Script techniques in developing applications to overcome standard Salesforce limitations.
* Worked on Developer Sandbox to develop code and deployed in Test sandbox and next with Production.
* Worked with SFDC integration techniques to extract data from external systems using REST/SOAP API’s.
* Implemented Visual Force Pages, Triggers, Apex classes, analyzing logs and Debugging techniques by using Eclipse and force.com IDE’s.
* Worked with standard objects like Accounts, Opportunities, Contacts, Leads, Reports, Dashboards and as well as with custom objects while creating and implementing.
* Defined and documented customized business requirements and functional specifications
* Translated documented business requirements and migrated them into technical requirements (specifications for developers) by way of user stories.
* Through review of Implementation guide and coordinated analysis to document companion guide for 5010 for EDI transactions.
* Conduct Gap Analysis by identifying existing technologies, create and document the end-user's AS-IS workflow and TO-BE business processes to better understand the mechanics of the existing system.
* Responsible to create different data flow diagrams and UML diagrams to describe the overall EDI transaction sets for different claims.
* Conducted various sessions to demonstrate 5010 impacts to all the downstream interfaces for a given EDI transaction.
* Identify, organize, and document the BRD's, interpreting them into FRD's and SRS documents and also used Caliber RM for defining and managing requirements.
* Worked with teams (Operations, Finance and Sales) to respond RFPs and design solutions for US based healthcare clients.
* Maintained Weekly Healthcare Business Development report to analyse progress and improvement opportunities.