**Yusuf Mohamud**

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**Professional Summary:**

* Around **7** years of experience in Salesforce CRM Implementations: **Analysis, Design, Development, Administration, deployment, testing, requirement analysis, system design, Integration and supporting the cloud applications.**
* Experience in **Administration, Configuration, Implementation, Development** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Extensive experience in developing Apex Classes, **Triggers**, Visualforce pages, writing Workflows, **Integration, Force.com API.**
* Good experience in integrating with external source by developing **SOAP, RESTful Apex Web Services and cloud computing integration** on Force.com API.
* Strong experience in writing, tuning of **SOQL, SOSL queries,** relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com sites**.
* Proficient in all phases of Software Development Life Cycle (**SDLC**), which involves requirement gathering, requirement analysis, functional design, implementation and enhancement of projects in SalesForce.com.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Excellent team player with Interpersonal, Communicational, Organizational and Project Management skills.
* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as required by business requirements.
* Participated in all stages of **Software Development Life Cycle (SDLC)** i.e., System Analysis, Design, Development and Testing Expertise with object Oriented Design (**OOD**), Analysis (**OOA**), based on Unified Modelling Language (**UML**) architecture.
* Good Knowledge on Salesforce packages and Lightning experience.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and **Report Folders**.
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Developed and worked on different Salesforce.com environments such as Sandbox and Production environments.
* Worked on **Apttus** CPQ (Configure Price Quote) tool.
* Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
* Good experience in developing **Salesforce Lightning Apps, Components, Controllers and Events**.
* Experience in gathering Business user requirements, designing diagrams such as **Class, Activity** and **sequence diagrams,** creating **Use cases** as per user requirements and in addition to creating **Business Requirements Document (BRD).**
* Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
* Extensive hands-on experience in creating and managing **Apps**, **Page Layouts**, **Search layouts**.
* Have a good experience in working with **Java**, **Servlets**, **JSP,** scripting languages **XML, CSS, XSD, HTML, Oracle, web service, JavaScript, SOAP, WSDL, MyEclipse, AJAX, SQL** and **Microsoft SQL Server.**
* Expertise in design pattern methodologies implementation.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Hands on Experience building custom UI Pages using **Visualforce**, Custom **Visualforce Components.**
* Extensive knowledge on Scripting using **HTML, CSS, JavaScript, Ajax, jQuery.**
* Hands on experience of **Apex Data Loader, Data Import Wizard** and **Data Manipulation Language** for **Data Migration** and **Integration services**.
* Used **Workbench** for query timing and loading data into Salesforce org.
* Proficient in creating **custom objects**, **custom Tabs, custom fields**, **pick-list values**, **Role** based **page layouts, Workflow Alerts and Actions, Workflow Rules** and **Approvals, Validation Rules, Custom reports and Report** extractions to various formats.
* Created relationships between objects like **Master-Detail, Lookup, Entity relationship, Data model** etc.
* Expert level skills in interacting with Business users & Product Owners to analyze and understand the Business Process requirements.

**Education:**

Bachelos from JNTU University, India.

**Certifications:**

* Salesforce.Com Certified Developer
* Salesforce.Com Certified Administrator (Adm 201)
* Salesforce.Com Certified Platform App Builder (Dev 401)

**Technical Skill Set:**

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| --- | --- |
| **SFDC Technologies** | Salesforce CRM, Apex Classes/Controllers, Apex Trigger, SOQL, SOSL, Visualforce pages, Data Loader, S-Control, Offline Edition, Integration, Migration, Batch Jobs, Workflow & Approvals, Reports, Dashboards, Analytic Snapshots, Custom Objects, Custom Tabs, Schema Builder, Apex Web Services, Standard objects, Force.com IDE |
| **Languages** | C, Java, APEX, JavaScript, HTML, CSS. |
| **Tools & Technologies** | Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Operating systems** | Windows XP/Vista/7/8, Windows CE, Linux. |
| **IDE / Other Tools** | SVN IDE, Force.com IDE, Workbench, Force.com Explorer, MS Office Suite, MS Excel. |

**Professional Experience:**

## Client: Premier, Raleigh, NC May 2018 to Till Date

**Role: Salesforce Lightning Developer**

## Responsibilities:

* Using SFDC created detailed analysis of business and technical requirements and created solutions by customizing various standard objects along with Visualforce, Force.com API and web services.
* Created Custom objects, settings, Setup validation rules, Record types, custom tabs, field updates and email alerts.
* Worked with several SFDC objects like Accounts, contacts, leads, opportunities, reports and created custom objects based on Business need.
* Developed Lightning apps and components to be more interactive to end users for enhancements in enrollment, admissions and donations.
* Worked on data loader by uploading close to a million records and cleansing and de-duplicating bulk loads, created new reports, dashboards.
* To search objects using SOSL query.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components.
* Preparing and getting approval of design, functional and technical specifications from business using sales cloud.
* For transactional and contractual information created custom objects and fields. Created email alerts, field updated, workflow rules and defined related tasks.
* Organized fields, custom links, related lists, and record pages by creating page layouts and search layouts.
* Get real time data from external system using Lightning connect.
* Provided support to marketing team on Marketing Cloud.
* Within the Salesforce CRM and cloud computing model created custom Apps and reports.
* Developed, administered, configured, implemented and support of Salesforce CRM.
* Implemented various relationships using master detail relationships, pick lists, validation and Formula fields to custom objects.
* To complete development and deployment activities worked with CRM application development team.
* Used Salesforce marketing cloud to create journey and sync data from Salesforce CRM to Marketing cloud.
* Used lightning components and visual force to create new tabs for improved look and experience.
* Experience in Marketing Salesforce Cloud environment using both classic and lightning.
* Automatically log the call information and interaction time used CTI in Salesforce.
* Made customizations, implementation, integration with existing applications, community portals and mobile apps including marketing and service cloud implementations.
* Connected to various Salesforce orgs using Salesforce marketing cloud.
* Using WSDL created Apex classes and for integration with external web services to the system wrote business logic layer according to the functional needs.
* Implemented and developed Apex classes, triggers to manage the workflows, develop custom business logic.
* To extract the data from external systems to display the pages of salesforce.com by integrating the web services.
* Implemented object level and field level security for the profiles to hide sensitive information.
* Worked with visual force pages, apex classes, controllers, triggers to develop custom business logic using force.com developer tool kit.
* Developed visual force pages, test classes.
* Salesforce CRM application was administered and monitored. Created automated lead routing, lead escalations and email alert.
* Implemented fields, customized page layouts for objects like accounts, contacts, leads.

**Environment:** SFDC platform, Lightning (controllers and components), CRM, Data loader, workflow, Email services, and security controls, sandbox data loading, Apex language, Visual force, Eclipse IDE.

**Client: Santander Bank, Boston, MA Oct 2016 to Apr 2018**

**Role: Sr. Salesforce Developer/Administrator**

**Responsibilities:**

* Worked with the business group for requirement gathering throughout the planning and implementation.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC).**
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Assisted Email to case, Web to case, customized case page layouts and case assignment rules.
* Executed security & sharing rules for Field, Record Level & Object for distinctive users at different levels of organization.
* Involved in creating gap analysis document, clearly identifying the data, business process & work flows of the organization with respect to salesforce.com implementation.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers and Visualforce** pages (immensely customized using **HTML5** and **CSS3** for intuitiveness) to develop custom business logic.
* Worked on integration of two instances using **Apex REST API** call-outs and parsed JSON responses provided by third-party systems connected via **REST** inside **Apex classes**.
* Deployed code across various sandbox using Force.com IDE, Change Set, Workbench and Force.com Migration tool, prepared package.xml for workbench and Force.com Migration tool.
* Managed the database for the team's regions and performed basic administration, de-duping and cleanup procedures.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Responsible for creating **Queues**, Workflows rules and tasks to share and automate work to the users in the Queue.
* Migrated data from external sources and performed insert, delete, upset, export operations on millions of records using data loader.
* Involved in data mapping and migration of data from legacy systems to **Salesforce.com** Objects and fields.
* Managed search layouts and created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created Page layouts to organize fields, custom links, related lists & other components on a record detail and edit pages.
* Performed various testing including **Regression, integration, System Testing.**
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers** and **Visualforce** pages to develop custom business logic.
* Extensive experience on **S controls**, **Visualforce 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
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Designed and deployed **Custom tab**s,**validation rules, Approval Processes** an**d Auto-Response** for automating business logic.
* Created mash up between Sales force CRM and Gmail through Force.com AppExchange's Email integration engine.
* Responsible for source control and configuration management for managing source code and technical documentation.
* Assign Invoice numbers in different formats based on the country using Custom settings and Apex code and push it to Conga Composer for Invoice generation.
* Created **workflow rules** and defined related **tasks, email alerts,** and **field updates.**
* Developed several **Custom Reports**&**Dashboards** that are used by Business user and Managers.
* Integration with ETL tools like Informatics, Infosphere.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Created **Email templates** in **Text, HTML and visual Force** necessary for the application.
* Developed **visual Force** pages with **JavaScript** and **Apex classes**.
* Written **Apex Test classes to Unit test** Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* **Deployed** applications from **Sandbox to Production**.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Client: Home Street Bank, Seattle, WA Feb 2015 to Sep 2016**

**Role: Salesforce Administrator/Developer**

**Description:** Home Street Bank, ensured delivery of innovative, high-quality solutions to meet business needs for those departments using Salesforce, as well as building the necessary interface and tools to integrate new departments into Salesforce. This project included development, configuration, and operation of the initial implementation and continued operations, as well as the continuous improvement of the Salesforce tools for all user groups such as Sales, Marketing, Software Support, and other internal teams

**Responsibilities:**

* Managing multiple users, **setting up profiles and roles, customization of objects, fields, record types, page layouts and validations**
* Working with end users across operational departments to create **workflow rules, data validations, and triggers**
* Develop and create customized reports and dashboards
* Create and maintain documentation of application requirements based on system and process enhancements, policies, application configuration and any related materials for users as database applications are developed
* **Manage the software testing process, which includes creating test plans and cases, establishing protocols and testing environments, as well as, coordinating software testing schedules**
* Keeping up-to-date with new system features and functionality and providing recommendations for process improvements
* Train new and existing users on how to use internal applications
* Keep application users informed about system functionality and enhancements
* Provide ongoing process and technical support, as well as logging and tracking identified system problems through resolution
* The sandbox for testing and migrated the code to the deployment instance after testing.
* Developed and deployed **workflows and approval processes** for opportunities and products / assets management. Created and used Email templates in **HTML and Visual force**.
* Install and maintain the third party integrated applications including development, testing, and implementation
* Regularly perform database de-duping and cleanup procedures
* Prepare data files and uploads data into Salesforce.com using **API data loader.**

**Environment:** Force.com Platform, SOQL, Data Loader, Custom Objects, Custom Fields, Sandbox, Force.com IDE, Workflow, HTML.

**Client: Citi Group, Warren, NJ Mar 2013 to Dec 2014**

**ROLE: Salesforce Administrator/Developer**

**Description:** Citigroup Inc. (Citigroup) is a global diversified financial services holding company whose businesses provide consumers, corporations, governments and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, transaction services and wealth management. The Company operates in two segments: Citicorp, consisting of the Company’s Global Consumer Banking businesses and Institutional Clients Group, and Citi Holdings, consisting of Brokerage and Asset Management, Local Consumer Lending and Special Asset Pool.

**Responsibilities:**

* Performed the roles of**Salesforce Developer** and **Administrator** in the organization.
* Interacted with different business teams and developing teams to acquire the requirements and documentation of business and technology requirements.
* Developed **Custom objects, Custom fields, Tabs, Record types** as per the requirements of the organization. Salesforce developer
* Automated business logics in the organization using validation rules, workflow rules and apex triggers.
* Created and **configured Page layouts and search layouts to organize fields, custom links, related lists and other components** in detail and edit pages of records.
* Created complex workflow rules and defined related tasks, email alerts, and field updates.
* Enhanced the security by configuring profiles, organization wide defaults, sharing rules and roles.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields** to the custom objects
* Developed apex controllers and extensions along with **Visualforce pages** for better UI and functioning.
* Created various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders** to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Used Data Loader for insert, update, bulk import or export of data from Salesforce .com Objects used it to read, extract, and load data from comma separated values **(CSV)** files.
* Used Salesforce.com developer toolkit including **Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Migration Tool, Web Services API.**
* Create/setup Sandbox for user testing and migrate code from development org to other sandbox and production orgs, and vice versa using Force.com IDE.

**Environment:** Force.com Platform, SOQL, Data Loader, APEX Classes, Triggers, Controllers, Sandbox and production org, data loader, Force.com IDE.