**Imad Mohammed**

**Salesforce Developer**

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* Around 7 years of experience in SalesForce.com including System analysis, design, development, testing, deployment of SFDC, Web based Applications, Apttus CPQ, Apttus CLM, Salesforce Lightning, X - Author in word, X-Author in Excel.
* Experience SalesForce developer in Developing Apex Classes, Triggers and Visual force Pages, Lightning Component bundles, Salesforce Lightning Design System and Lightning App Builder.
* Experience in Configuration, Implementation, Administration and Support of SalesForce CRM/PaaS.
* Implementing security and sharing rules at object, field, and record level for different users at different levels of organization.
* Created various profiles and configured the permissions based on the organizational Security Requirements.
* Created the Validation Rules, Approval Process and Workflows.
* Designed various Web Pages in Visual Force for functional needs within SalesForce.
* Designed and developed Apex Triggers for various functional needs in the application.
* Experience working with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox environments
* Worked on the design of custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
* Experienced in Unit Testing and Test Coverage for triggers & classes.
* Experience in HTML, CSS, Java Script.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Depth understanding of the APTTUS CPQ, APTTUS CLM data model and functionality.
* Modeled complex pricing scenarios like rule-sets based pricing, matrices based pricing, tiered pricing, attribute based pricing, dependent pricing based on other product, % pricing based on other products, multi-dimensional pricing, etc.
* Designed and Implemented complex catalogue scenarios like bundle creation, bundle in bundle creation for multiple levels, option groups for a bundle, attribute groups for bundle product, auto-inclusion rules for products, constraint rules for products like inclusion, recommendation, exclusion etc.
* Migration using X-Author app between Salesforce Instances.
* Experience in analyzing and to identify gaps in functional/business requirement and effectively communicate that to both Business and Functional analysts on the same. Also, provided post deployment training on platform usage for various levels of users
* Experienced in building complex reports, dashboards and analytic snapshots.
* Experience in Data Analysis involving Data Cleansing, Data Conversions, Data transformation, Data Quality Analysis, Data Relationships, Source Systems Analysis and Reporting Analysis.
* Experience in web technologies like SOAP and REST.
* Provided 24 X 7 and 365 days support for Business Critical Applications.

**TECHNICAL SKILLS:**

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| Salesforce Technologies | Force.com Web Services API, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Force.com Explorer, Data Loader, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench, Lightning, Apttus. |
| Operating Systems | Windows 98/2000/XP/2003/vista/2007. |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector. |
| Web Development | XML, HTML, CSS, Visualforce, JavaScript. |
| Languages | C, C++, Java Script, SQL, Apex |
| Version Control Tools | VSS, CVS, GIT. |
| Databases | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL. |

**PROFESSIONAL EXPERIENCE:**

**Crown Equipment, New Bremen, OH Apr 2019 to Present**

**Sr.Salesforce/Lightning Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created many app pages, home pages integrating the custom components for Salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* 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.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers. Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging. Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:**Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, MavensMate, IntellijIDEA, Eclipse IDE with Force.com plugin.

**Farmers Insurance, California,CA Jul 2018 to Mar 2019**

**Salesforce Developer**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* According to the business user’s requirement, creating Reports and Dashboards.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Maintenance of CRM functionality implementing SFDC.
* Reviews and streamlined existing CRM to endure accurate adoption metrics reporting. Deactivating users to release licenses.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Developed a landing page using the Visual force. Worked as a legacy for creating new roles and profiles in the organization.
* Developed integration between Salesforce and DocuSign for signing ceremony, viewing signed documents and update Salesforce data based on user actions.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts & Custom Coaching Plans.
* Implemented Single Sign-On with SAML on force.com
* Created Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, and Visual Force Sites) for business support and technical support for its channel customers.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Experienced in designing UI using Visual Force Pages. Wrote Test Scripts for various scenarios.
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Used Web Services like SOAP API and Rest API to integrate with external systems.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Performed Unit, Integration, Regression and User Acceptance Testing.

**Environment:**Force.com, Apex, Data Loader, Import Wizard, Service Cloud, Eclipse IDE, Triggers, Custom objects, Layout, SOQL (Salesforce Object Query Language).

**Assurant Health, Milwaukee, WI Mar 2017 to Jun 2018**

**Salesforce Developer/admin**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer in the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Active contributor to Salesforce MVC Communities.
* Updated and repaired outdated SQL database.
* Responsible for JIRA and Salesforce Administration.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Developed Lightening Components, Lightening apps using Lightening Design System (LDS) to provide more interactive interfaces to end users on Marketing Cloud.
* Worked within the Lightning Service Console for the organization through Omni-Channel.
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* Maintaining the Salesforce Applications and Veeva Instances for various operations.
* Have built custom user interfaces using Lightning components and also used Lightning Components to create stand-alone applications that are hosted on Salesforce.
* Used Siebel data mapper to map external IO to Internal IO for web service calls.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Developed a Human Resources Service Cloud and customer community.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Expertise working on Visual force pages, HTML, CSS, JavaScript and JQuery.
* Worked on the different requirements from user on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Built a custom app with Lightning experience for sales to monitor their performance close details.
* Used Angular JS as the development framework to build a web-page
* Build a salesforce1 lightning app for different business groups in the organization and used sales force lightning designed systems style.
* Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Implemented in Pricing Configuration and Product Configuration into Apttus CPQ using Salesforce Principles.
* Responsible for setting up new instances of JIRA, data import, customization, and backup
* Developed various Custom Objects, Tabs, Components and Visualforce Pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Designed and developed user interfaces using JSP, HTML and CSS.
* Working experiences on Salesforce.com intranet sites and Salesforce external sharing.

**Environment:** Saleforce.com platform, Apex Language, MuleSoft,Cloudcraze, Siebel, Apttus CPQ, Visual force Pages, JIRA, SQL, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightening design system (LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Thermo Fisher, Philadelphia, PA Nov 2015 to Feb 2017**

**Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with Business users for analysis, requirements gathering and development.
* Performed detailed analysis of technical and business requirements.
* Worked on different CRM platforms like Veeva, ServiceMax and closely with business partners to realize the full implementation capabilities into Salesforce CRM.
* Experienced in Customization and developing of ServiceMax components SFM (Service Flow Manager), SFW (service Flow Wizard), scheduled SFM and SFM Data validation rules.
* Implemented Veeva app on SFDC platform.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Worked on Veeva Vault workflows configuration and in Veeva custom objects building including VMOC’s, my setup etc.
* Created user Roles and Profiles, security controls, Territory implementation, shared settings.
* Developed various Apex classes, Apex Triggers, and Controller classes for various needs in the application.
* Developed various Custom Objects, Tabs, Master-Detail, Lookup relationships, Formula fields, validation rules.
* Designed and deployed Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Responsible for setting up Filed Level Security.
* Designed Visual Force pages to add more flexibility and a rich look.
* Configured Sharing settings to specify the level of access the users must each other's data.
* Created Workflow rules and defined email alerts, related tasks, and field updates.
* Implemented Data Loader for loading the data.
* Developed business documents for Salesforce.com Custom objects.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visual force (Pages, Components and controllers), Agile, SOQL, Change Set, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Ajax, Custom tabs, Email service, Html, Web-service, Sharing Rules.

**FMG Technologies, India Jul 2013 to Oct 2015**

**Java Developer**

**Responsibilities:**

* Responsible for developing Use Case, Class diagrams and Sequence diagrams for the modules using UML and Rational Rose.
* Analysis, design and development of Application based on J2EE using Struts, spring and Hibernate.
* Hibernate was used for Object Relational mapping with Oracle database.
* Used spring framework for dependency injection with the help of Configuration files.
* Used Spring MVC (Model View Controller) to handle/intercept the user requests and used various controllers to delegate the request flow to the Backend tier of the application.
* Designed the Front-end Screens using JSP, Servlets, HTML and JavaScript.
* Implemented Ajax in web pages to make Asynchronous request to the server.
* Wrote SQL queries and PL/SQL procedures for JDBC.
* Implemented Web service calls using JAX-WS and SOAP that provide Global information support such as Customer and Account management.
* Used JMS for Asynchronous communication between the applications.
* Developed various test cases and performance unit testing using JUnit.

**Environment**: Spring, Hibernate, Spring MVC, JSP, Servlets, JDK, Oracle9i, AJAX, Java Script, J Boss, Log4j, HTML, XML, CSS, JUnit, Eclipse, WSDL, Web Services, SQL, PL/SQL, JMS, Eclipse, UNIX, Linux, Windows.