**MUJEEB R.**

**Contact: 650-336-8061**

**Sr. Salesforce Developer**

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**PROFESSIONAL SUMMARY:**

* Having **8+** 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** onForce.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 (SDFC)** 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.
* Experience with the integrating SFDC and AppExchange partners such as **MARKETO, CPQ/APPTUS**.
* 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.**
* Expert in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC.
* 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.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce** | Visualforce, SOQL, SOSL, Apex Triggers, Salesforce Lightning, Workflows, Approvals, Email Templates, Formulas, Validation Rules, Schedule, Web Services (SOAP, REST),Outlook Connector, App Exchange. |
| **IDE** | Eclipse, Force.com IDE, Force.com Explorer, Data Loader, Demand Tool, Workbench, SOAP UI, UML. |
| **Web Technologies** | JavaScript, jQuery, XML, XSL, HTML, XHTML, CSS, AJAX. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2. |
| **Versioning** | Git, SVN, Bit bucket |
| **Programming Languages** | C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, Apex. |
| **Web/Application Servers** | Apache, Tomcat 5.0, JBoss, WebLogic, IBM Web Sphere, IIS. |
| **Operating Systems** | Windows 8/7/XP/2000/NT, Mac OS, Red Hat Linux 7.x/9.0, Unix. |

**EDUCATION:**

Bachelor of Technology from JNT University, INDIA.

**CERTIFICATIONS:**

Certified Salesforce Platform Developer I.

Certified Salesforce Administrator.

**PROFESSIONAL EXPERIENCE:**

**Client: LegalZoom, Glendale CA Oct 2019 – Present**

**Role: Salesforce Consultant**

**Project Hightlights:**

Legalzoom partner network is a critical aspect of the excellent customer service and benefit we provide to our customers. We are focused on providing the best of the technology solutions to out partners so that they can enable our customers with all of their legal needs be it with expert advise, consultations, referals or document reviews in different categories such as Legal, Tax, Insurance and Banking etc. In the long run, as a part of this initiative, we are working on building a portal that will enable for our partners to interact with our customers from a single point of interaction, powered by the API platform that handles the business logic required for the platform.

**Responsibilities:**

* Responsible for building advance Lightning Web Components (LWC) for reusability, well versed with Javascript and LWC technology
* Design, Configure, Project Manage, and ultimately deliver enhancements and new functionality to support the business using the Force.com platform features including custom objects and fields, workflows, approval processes, LWC, Apex Code and Visualforce
* Experience in SFDC application design and development with strong understanding of SFDC Community Cloud, platform architecture and out of the box functionality and configuration
* Worked on developing user interfaces for desktop Community Website used by LegalZoom external and internal partners
* Ability to create extensible and reusable code, understands security, @wire, LDS, LMS, platform events and the event lifecycle of a component and its dependencies.
* Communicate on a regular basis, at action log meetings with the Business team, on tracked progress (using VersionOne, GitHub) and maintain a Customer Centric approach and relationship with the Business/Product team.
* Supported and collaborated directly with Business Technology and various other related teams to understand concerns of organization taking on new approaches to improve performance and outcomes and communicate solutions.
* Apex triggers, Enterprise Patterns, Asynchronous callouts, Bulk and REST APIs, Governor Limits and considerations for leveraged solutions.
* Reviewing the work/progress of technical team, developing Web-Based and Object-Oriented solutions. This led to implementations/deployments of following technologies to meet our business needs: data exchange between systems in different platforms through REST web services.
* Implemented Continuation framework to support Asynchronous call outs and Consumed the external REST API using custom metadata and named credentials
* Developed Lightning apps and components to be more interactive to end 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.
* Involved in Agile methodology, Scrum that dramatically improved productivity and reduced errors.
* Participate in project team meetings and communicate effectively with architect, Lead, Business users, Business analysts, project manager, Change Advisory Meetings (CAB), EIS team and across other technology team boundaries, discuss project status as required.
* Participate in all phases of software development life cycle including functional analysis, development of technical requirements, prototyping, coding, testing, deployment and support of salesforce communities.
* Worked with exceptional handling and displaying custom error messages for effective end user interactive experience using Visual force pages.

**Environment:** Force.com IDE, Developer console, VSCode, Version one , confluence ,pingone, Postman

**Client: FedEx, Memphis, TN Duration: Mar 2018 – Oct 2019 Role : Sr.Salesforce Developer**

**Responsibilities:**

* Part of a team which is responsible to implement, develop, customize, test, deploy and integrate the salesforce Sales cloud, Service cloud applications by ensuring it meets business needs.
* Gathered the requirements by coordinating with the functional leads, business analysts, developers and project managers and utilize the full functionality of the Salesforce.com CRM solution.
* Followed Agile Methodology, created user stories based on the product backlogs items and added to different sprint cycles depending on the severity by utilizing JIRA tool.
* Developed a tool by creating the lighting component pages by utilizing, Aura Framework and Lightning Bundles such as Component, Controller, Helper, Style, Design, Renderer and SVG File to validate claims of providers.
* To retrieve data from server-side controller to the lightning component, utilized Apex Controllers which makes a call outs for external requests through different API’s.
* Developed various Apex Triggers, Apex Classes, Controllers and Extensions for various business needs in the application.
* Worked on Sales Cloud by creating **Leads**, recording phone calls by creating a **call center application** called **Mitel Services**.
* Worked on case management, Lead management, Account and Contact management in sales cloud.
* Worked on web-to-lead and marketing automation like email marketing, Campaign management.
* Worked on various Salesforce.com Standard objects including **Accounts**, **Opportunities**, **and Contacts.**
* Worked on Page Layouts, Record types, Lightning Experience Record Pages, **Validation rules**, **Workflow rules** and **Process Builder** to accomplish business automation.
* Part of a team, responsible to Migrate existing applications, visual force pages, and users from Salesforce Classic Org to **Lightning** Experience, to utilize all the features of salesforce.
* Worked closely with the QA team along with BA, to develop test plans, scenarios & cases, to implement process automation, and to gather the insights from the performed tests and enhance the development process.
* Controlled the different versions of the application by creating sandboxes like **Developer**, **Developer** **Pro**, **Partial copy** and **Full**. And utilized **Change Sets**, **Force.com IDE**, Auto Rabbit, ANT migration tool and Packages to deploy the configuration, meta-data from sandboxes to Production Org.
* Worked closely with the QA team along with BA, to develop test plans, scenarios & cases, to implement process automation, and to gather the insights from the performed tests and enhance the development process.
* Created multiple **Lightning** Components, added CSS and Design Parameters that makes the Lightning component look and feel better, created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.

**Environment:** Saleforce.com CRM, Force.com Platform, Apex Classes, App Exchange, Controllers (Custom and Extension), Visualforce Pages, Veeva, Components, Web Services, SOAP, WSDL, REST, HTML, CSS, JavaScript, jQuery, Workflows, Approvals, Apex Data Loader, Sandbox, Lightning design system(LDS), Eclipse IDE Plug-in, Windows 7.

**Client: Anthem, Atlanta, GA Duration: Nov 2017 – Feb 2018 Role: Senior Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for requirements analysis, design and prepared Technical Design Document.
* Managing subscriber data, import and segmentation using a combination of Salesforce Marketing Cloud tools and database queries to pull the data from Sales & service cloud
* Working with Digital and Marketing Managers and deploying their strategy with the help of   Email studio, Contact builder , Automation studio & Journey Builder.
* Deploying the emails to convert the prospects into clients and providing the reports to data Analysis team on daily basis as job
* Written complex relationship SOQL, SOSL queries in Apex Classes, Batch Processes Triggers to retrieve data from standard and custom objects.
* Developed Apex Custom, Extension Controller classes, Triggers, Visualforce pages in the application for customizing Lead Conversion, Campaign, Opportunity and Custom objects.
* Worked on XML/JSON Parsing and mapping the XML/JSON string into the object entities for Integration.
* Creating Microsites using Exact Target and auto publish them
* Configured Exact Target Microsite Activity and archived the Microsite Interaction.
* Written Apex test classes and achieved 90% of the organization code coverage by writing test utility methods.
* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Designed, developed and customized custom objects, entity-relationship data model using Lookup, Master-Detail and Junction Object.
* Managing the end-to-end technical delivery for multiple Salesforce, Veeva, and Siebel and custom applications
* Worked on Veeva including System Configuration, to make business processes social, to collaborate in real-time from anywhere, with Chatter.
* Configuring workflows, users, fields, states, roles, products, security groups in Veeva Vault
* Worked on Veeva Vault integration with Veeva CRM, CLM admin tab configurations.
* Configured and created Out Of the Box Page Layouts, Record Types, Custom Tabs, and Validation rules, Sales Processes, Workflows and Approvals.
* Written Sharing rules for data security on various Objects, for records visibility across various users in the organization based on role hierarchy using Criteria-Based, Owner-Based and Apex Managed Share.
* Implemented Inbound Email Handler interface for creation of records in Salesforce based on the Email received using Apex class.
* Used Swagger to connect backend to angular front end.
* Developed Lightning Components, Lightning apps using Lightning Design System (LDS) to provide more interactive interfaces to end users
* Installation and support of App Exchange applications like exact target and Marketo.
* Part of team tasked with migration from Salesforce Classic to Lightning. Experience with Lightning App Builder, Lightning components and Lightning Design System.
* Worked with Exact Target marketing automation suite for emails, landing pages, camping web analytics, lead scoring, assert management, and trigger workflow.
* Worked on Journey/Audience Builder in creating Email Campaigns.
* Created and customized Reports and Dashboards on Custom and Standard objects for different channels in the Organization.
* Created Data Dictionary and Field level mapping of Salesforce and Siebel CRM systems for Integration and Migration, performed data migration using Data Loader.
* Used C#.NET Web Services to integrate Salesforce from e-marketing web site using Web service API.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce (SFDC).
* 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.
* Have built custom user interfaces using Lightning components and also used Lightning Components to create stand-alone applications that are hosted on Salesforce.

**Environment:** Saleforce.com CRM, Force.com Platform, Apex Classes, App Exchange, Controllers (Custom and Extension), Visualforce Pages, Veeva, Components, Web Services, SOAP, WSDL, REST, HTML, CSS, JavaScript, jQuery, Workflows, Approvals, Apex Data Loader, Sandbox, Lightning design system(LDS), Eclipse IDE Plug-in, Windows 7.

**Client: GEICO, Chevy Chase, MD Duration: Jun 2016 – Oct 2017 Role: Senior Salesforce Developer**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation.
* Managed Salesforce integration with existing systems and third-party providers.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on Apttus CPQ configuration and integration.
* Made enhancements to Apttus CPQ (Configure Price Quote) tool, shopping cart by adding new fields. Run batches in order provided to project changes by following the instructions provided by Apttus.
* Expertise in Development of applications in SOAP and Restful Web Services using.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Worked on Apttus CPQ (Configure Price Quote) tool, shopping cart.
* Developed various angular components and reusable modules throughout development lifecycle.
* Worked on UI/UX of the application by translating design from mockups to HTML/CSS.
* Constant involvement in exploring AppExchange apps and using the apps wherever necessary. Used apps like Aptos, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, Docusign etc.
* Created relationships among objects using Lookup and Master-detail relationships.
* Developed a custom MARS Application to implement Change Management and Configuration Management for all Veeva applications.
* Experienced with Oracle CPQ (Configure-Price-Quote), for creating Quote proposals.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Cross-Program Deployment Lead for integrated release involving Oracle, IBM, Informatica, and Salesforce
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like VisualForce, Force.com IDE.
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements.
* Worked with Business on Design and Implementation of Product catalog and product attributes to expose on CPQ application.
* Installed the Call Center Applications and allowed the end users to maintain a track history of customer’s 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.
* Experience on high-availability, fault tolerance, and auto-scaling in AWS Cloud Formation.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* 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 Informatica, Info sphere.
* Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
* Involved in various user stories and worked with QA team to test in various sandbox environments and update fields in Production.
* Configure and Maintained the Sandbox Environment for easy facilitation of Development and QA Activities.
* Created custom Java Application to Interact with Salesforce using SOAP and Rest web services.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* 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**: Salesforce.com platform, Apex Language, CRM, Visual Force (Pages, Component &Controllers), Pages, Data Loader, Workflow & Approvals, Email Services, Security Controls, Sandbox data loading, Eclipse IDE

**Client: Sherwin Williams, MN Duration: Sep 2014 – May 2016 Role: Salesforce Developer**

**Responsibilities:**

* Worked as a Lightning Developer and performed the role of Salesforce.com Administrator in the organization.
* Worked on various Salesforce.com Standard Objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Involved in implementing various Validation rules, Approval process, Process Builder, Email Templates, Sharing rules for the application.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Developed various functionalities using Apex Classes, Triggers, Visual Pages, Controllers Classes, and Extensions and deployed them into the Production using change sets.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time dependent actions and Outbound API Messages.
* Expertized in working on reports and dashboards to show the progress of the Business.
* Worked closely with end users to gather requirements, usability, accessibility, security and change requests to ensure website functionality.
* Wrote SOSL and SOQL queries with consideration to Governor Limits to export bulk data and data modifications.
* Performed Web service Callout using the Restful services with the third party application Broadbean API.
* Used future methods to invoke web service call out. And used SOAP and REST API for integrating different applications with Salesforce.
* Performed various Data Migration activities like Insert, Update, Upsert, Delete and Export using Apex Data Loader.
* Created Relationships and Junction objects to implement Roll-up Summary fields to aggregate data from child records on to the parent.

**Environment:** Salesforce.com platform, APEX language, Customizations, Workflows, Process Builder, Visualforce Pages, Triggers, Controllers, REST APIs, JavaScript, Web Services, Change Sets, Chatter, Sales Cloud, Reports and Dashboards, GitHub.

**Client: GE Health Care, Chicago, IL Duration: Feb-2013 – Aug2014 Role: Salesforce Developer**

**Responsibilities:**

* Involved in implementing the salesforce features and functions by designing, planning and implementing to meet the business requirements.
* Worked on different Salesforce implementations using applications like Sales Cloud, Service Cloud and AppExchange.
* Implemented in creating many-to-many relationship and created Junction Objects to implement Roll-up summary field to incorporate data from child record onto parent record.
* Implemented Development tasks by using Batch Apex, Apex Classes, Visualforce Pages, Triggers, SOQL and SOSL.
* Agile Development Methodology was followed for the implementation.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created various Profiles, Roles, and Page Layouts and configured the permissions based on the organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Performed Web service Callout using the Restful services with the third party application Broadbean API.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements.
* Implemented Administrative tasks by using Custom Objects, Validations, Workflows, Profiles, Roles, Page Layouts, Reports, Dashboards, Tasks and Events.
* Extensive experience in designing and developing Validation Rules, Workflows, Formula Fields, Field Dependencies and Approval Processes as per the requirement.
* Worked on implementing Record based sharing using Organization Wide Defaults, Sharing Rules and Manual Sharing.
* Worked on Administrative Permissions, Profiles to grant/deny user access to salesforce features.
* Performed integrating Rest API web services to send and receive data from external system to Salesforce and vice-versa.
* Implemented in creating Record Types and worked on Page Layout Assignments by assigning different Page Layouts to different Profiles based on the application requirement.
* Worked on using Jitter-bit and Data Loader to insert the data into Salesforce from Excel and Legacy systems.
* Worked on Sandboxes for developing, testing and migrated the code to different instances after testing.

**Environment:** Salesforce.com platform, Custom Objects, Custom Tabs, Workflows and Approvals, Triggers, Apex, Visualforce pages, SOQL, SOSL, Salesforce Data Loader, Jitter-bit, Force.com IDE, Eclipse, Profiles, Roles, Sharing rules, HTML, JavaScript, AngularJS, Reports and Dashboards, Web Services, WSDL.