**Abdul R.**

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**PROFESSIONAL SUMMARY**

* **Salesforce Developer Consultant** with **7+ years** of IT experience working on **Salesforce Platform** with in-depth knowledge of Salesforce.com CRM, Force.com platform, consulting, project management and delivering projects covering requirement analysis, system design, development, testing, deployment, and technical support.
* Good working knowledge on different SDLC Methodologies including **Waterfall**, **Agile/Scrum.**
* Experience in working across various SFDC implementations covering **Sales Cloud** and **Service Cloud.**
* Having **3 years of Lightening Experience** in Developing **Lightening** components using **aura framework** and lightning apps to provide better and more interactive interfaces to end users, which helps in sales enhancements
* Experienced with **declarative configuration** or **point-and-click configuration**: Flows, Validation rules, Workflow and Approval process, page layouts, sharing settings, formula fields, profiles, reports and dashboards.
* Strong Implementation and Integration experienceusing **Apex Trigger, Apex class & Apex Web service and Visualforce (page, Component & Controllers), workflow rules, Approval Process, Java, HTML and CSS**.
* Good understanding of **SOQL** and **SOSL** for Querying and searching Data for Force.com platform and understanding of Salesforce **Governor limits** and experience in overcoming limitations in Apex classes, Triggers, SOQL and Batch classes.
* Extensive experience in **Data mapping and migration** from Legacy systems to Salesforce.com platform using **Data Loader and Data Import Wizard.**
* Worked in developing **ETL** for supporting Data Extraction, transformations and loading using **dataloader.io**.
* Proficiency in **SFDC Administrative** tasks like creating **Profiles, Roles, Permission Sets, Sharing Model, Users, OWD, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks, and actions.**
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to **Salesforce custom objects, Junction objects, master-detail relationships & lookup relationships**.
* Implemented **Security** and **Sharing Rules** at Object, Field, and Record Level for different users at different levels.
* Implemented **Salesforce Platform Encryption** to balance data security as per business needs.
* Work within **SalesForce.com** and **Apttus**, **Contract Lifecycle Management (CLM)** to assist with configuration and **advanced workflow processes**
* Experience in **Unit Testing**, **Test Coverage**, **Code Review,** and expertise in implementation of test plans, test cases and test scripts, system development life cycle.
* Strong working experience with different aspects of Salesforce **Web Services APIs** like **XML, WSDL, SOAP, REST & BULK.**
* Ability to manage **Source Code Management** (**SCM)** processes which include compiling, packaging, deploying and application configurations. Extensive experience in using **Version control systems** includes **Subversion (SVN), GIT and GITHUB.**
* Experience working with Deployment Tools like **Force.com IDE**, **Change Sets**, **ANT Migration Tool and Visual Studio Code.**
* Excellent communication and inter- personal skills, accustomed to work in both large and small team environments and a team player with strong ethic, a positive attitude and ability to make the best use of individual resources.

**CERTIFICATIONS**

* Certified Salesforce Platform Developer I
* Salesforce Certified Administrator

**EDUCATION**

* Bachelor of Engineering (Electronics and Communication)

**TECHNICAL SKILLS**

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| **Languages/Technologies** | Apex, Java, Linux, C, C++, HTML, XHTML, XML, JavaScript, CSS |
| **Salesforce Technologies** | Apex Classes, Triggers, Scheduler, Batch Apex, SOSL, SOQL, Standard and Custom controllers, Extensions, Visualforce pages, Workflows and Approvals, Reports, Dashboards, Analytic Snapshots, Outbound Messages, Communities, AppExchange, Sandbox, Salesforce Lightning, Lightning UI, Aura Framework, Locker Service, Salesforce APIs (REST, SOAP, Bulk, Streaming etc.) |
| **Design/Development Methodologies** | Agile (Scrum Methodology), Waterfall, UML diagrams |
| **Integration/Data Migration Tools** | AppExchange tools, Force.com migration tool (ANT), VS Code |
| **Custom Object Configuration** | Field creation, Page layout, sharing rules, Record types, Field level and object level security, role hierarchy, Formula fields |
| **Data Migration Skills** | Data Loader, Data Cleansing, Data Normalization, Data Migration |
| **Test Automation and Build Tool** | Ant, Jenkins, Maven |
| **BI Tools/ ETL Tools** | Tableau 8.2,9 & 10, Apex Data Loader |
| **Database** | SQL Server, MySQL, PL-SQL |
| **Project Management/ MS Office** | Project, Visio, Word, Excel, Power Point, Outlook. |

**PROFESSIONAL EXPERIENCE**

**Express Scripts - St. Louis, MO**  **May 2019 - Present**

**Salesforce Developer Advisor**

**Responsibilities:**

* Perform the role of SFDC developer, lightning developer and interacting with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Utilize Apex Classes, Controllers and Apex Triggers for various company specific functional needs in the application.
* Good experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Use Data Loader and Bulk API for insert, update and bulk import or export of data from Salesforce.com, SObjects used it to read, extract and load data from comma separated values (CSV) files.
* Work with SOQL&SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Use REST API for implementing Web Service Definition Language (WSDL) in the application for access to data from external systems and web sites.
* Work extensively on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
* Work extensively on declarative configuration or point-and-click configuration.
* Package and Deploy customizations from Sandbox to other environments using change sets, ANT migration tool and Visual Studio Code.
* Experience developing solutions for the Apttus Contract Lifecycle Management (CLM) system including x-author for Word, development of clause libraries and contract templates.
* Strong command on source controller concepts such as Branches, Merges and Tags. Source code management is performed using Git and GitHub.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Formulae Fields, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Implement pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects and Setup Salesforce security control using profile, Role, Global sharing setting, Sharing rules.
* Work on Salesforce Platform Encryption to encrypt sensitive data when it is stored at rest in the Salesforce cloud.
* Execute various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements.
* Involve in all the phases and pre-production/post-production support activities and involved with Salesforce.com Premier Support and handled the support cases with Salesforce.com.
* Actively participated in the daily SCRUM meetings to produce quality deliverables within time

**Environments:** Force.com platform, Sales Cloud, Service Cloud, Visual Force (Pages, Component & Controllers), Visual Work flows, Apex Language, Triggers, Lightning Components, Aura Framework, Salesforce Lightning Design System (SLDS), JavaScript, DML statements, SOQL, SOSL, SOAP, REST, Data Loader, Web Services, Apttus CLM, HTML, Chatter, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, ANT migration tool, Visual Studio Code, GIT & GITHUB, Agile, Security Control.

**Verizon - Irving, TX February 2018 – April 2019**

**Salesforce Developer/Consultant**

**Responsibilities:**

* Worked on enhancement of the existing application from classic salesforce platform to Lightening.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Worked on implementing Database Batch able batch, where implemented the logic to capture the Sales Dashboard data and used to display the data to sales representative to process the pending applications faster.
* Knowledge on Apttus Contract Lifecycle Management (CLM) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Worked on Apttus products when interfacing with engineering and product development team members.
* Good experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Integrated Salesforce.com with an external application using SOAP, REST based web services to access data.
* Implemented Security/Sharing rules, configured permission sets, Field level Security, Record level Security, Profiles, Roles, and resource monitoring at different hierarchical level of Organization.
* Designed and deployed Custom tabs, Workflow Rules, Validation Rules, Approval Processes, Email Templates, and other customizations for automating business logic.
* Extensively performed ETL operations with tool like apex data loader to bring data from many source systems into the Data Warehouse.
* Leading testing effort, test   plans, and test   data preparation for System Integration and UAT testing.
* Used change sets and ANT migration tool for creating, modifying, testing, and deploying configuration and customizations to PROD.
* Worked with SOQL&SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked with Source Tree to commit the code changes to GitHub and followed CI/CD process for deployments using Force.com Migration Tool
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.

**Environments:** Saleforce.com platform, Lightning Components, Aura Framework, Salesforce Lightning Design System (SLDS), Force.com ide, Eclipse, Apex, Visualforce (Pages, Component & Controllers), Apttus CLM, Pages, Data Loader, Salesforce Workbench, SQL, PL/SQL, HTML, Java Script, Workflow & Approvals, Reports, Process Builder, Custom Objects, Custom Tabs, SharePoint, SOAP, REST.

**USAA - Plano, TX November 2016 – January 2018**

**Salesforce Admin/Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SFDC and other Platform based technologies like Visual Force, Force.com API and Web Services.
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Used Visualforce to build enrich UI for creating Custom buttons and for routing to new pages and worked on integrating SOAP and REST APIs
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used SOQL and SOSL for data manipulation.
* Created Many-to-Many relationships and created Junction objects between the existing Group and Persons account to classify Persons Account based on their employment status at an organization.
* Worked with field & page layout customization for the standard and custom objects like tabs, fields, pick lists, rollup summary as per the business need.
* Created tab permissions, record type permissions and field level security to implement Component-based security.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
* Involved in Developing, Testing and Deploying the application in UAT and QA servers.

**Environments:** Saleforce.com platform, Draw loop, Visual Force (Pages, Component & Controllers), Apex Language, DML statements, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Time based triggers, Triggers, Workflows Rules, Validation Rules, Chatter Desktop

**Premier - Raleigh, NC February 2015 – October 2016**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Configured and customized Salesforce CRM supporting Sales, Marketing and Technical Services by creating groups with separate custom profiles and custom page layouts.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed Visual Force Pages according to the functional Requirement.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created workflow rules, defined related tasks, email alerts, and field updates, and Mapping them to the existing functionalities and Objects.
* Imported Excel-based customer data into Salesforce using Data Loader.
* Translated Email templates, visual force pages, custom objects/fields using Custom labels and Translation workbench.
* Created Custom Objects and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto- response Rules for automating business logic.
* Extensively worked on customizing case management by creating Assignment rules, Auto response and escalation rules.
* Implemented pick lists, dependent pick lists, lookup, master detail relationships, validation and formula fields to the custom objects.
* Involved in Migrating Configuration, Data between Two Sales force production organizations.
* Integrated Sales force CRM with Microsoft Outlook, Microsoft Office to import contact information and Reports.
* Customized the Dashboards to the track usage for productivity and performance of their sales teams.

**Environments:** Salesforce.com, Security Controls, Sharing rules, relationships, Web service, XML, Force.com IDE, HTML, CSS, JavaScript, Apex Classes, Controllers, Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow & Approvals, Reports, Data loader.

**Nimaisoft Systems Pvt Ltd., India May 2013 – December 2014**

**Jr. Java Developer**

**Responsibilities:**

* Designed and Developed dashboard menu section, Home page, Admin home page, user module (Modify/ search users, create user's screens with assigning various roles) using Spring MVC framework, Hibernate ORM Module, Spring Core Module, XML, JSP, JQuery and XSLT.
* Worked on AGILE based development Environment and used SOAP based Web Services from scratch to develop interfaces to integrate between front-end system and back end systems.
* Set the software development processes and procedures (SDLC) based on an Agile Development methodology.
* Translated client requirements, analyzed design, created and managed UML diagrams, built sequence diagrams and design documents, and conducted POCs.
* Involved in the full life cycle of software design process of other projects, including prototyping, proof of concepts, design, interface implementation, testing and maintenance.
* Experience with Java Server Page (JSP), designing and developing client-side graphical user interfaces using HTML, JavaScript, JQuery, and CSS.
* Accountable for analyzing requirements, developing designs, implementing, and testing software/web applications using Java, J2EE, JSP, WebLogic, JavaScript, HTML, and SQL.
* Involved in creation of Soap Web Services, WSDL and web methods with Annotation in hibernate, implemented Web Services in JAXP based on SOAP protocols using XML and XSLT.
* Used Spring DI, Spring DAP and JDBC Template in the persistence layer for GPS, backend being Oracle10g.
* Used Web/application servers such as Tomcat and JBoss.
* Created test cases for DAO Layer and service layer using JUNIT and bug tracking using JIRA.
* Implemented the application using Spring Boot Framework and handles the security using spring security.

**Environments:** Java, HTML, XML, Maven, Hibernate, Spring AOP, JSP, Spring MVC, Junit, JIRA, JavaScript, JQuery, Angular JS, Node JS, AJAX, JBoss, SOAP, JAX-WS, WSDL, Oracle 10g.