

TAUSIF HASSAN

Phone: +91 9681026583

Email: TAUSIF.NIT.IT@GMAIL.COM

Location: Kolkata, West Bengal, India

PROFESSIONAL SUMMARY

With 10 years and 5 months of experience in the IT industry, I am a certified Salesforce developer, Sr. Administrator & Sales/Service Cloud Consultant with depth knowledge of Salesforce Architecture, Design, and Development along with experience in Salesforce configuration and customization.

*I have extensive software development experience in the salesforce.com platform for various organizations in **Salesforce Customer 360 Audiences**, Sales Cloud, Service Cloud, and Community Cloud involving both Classic and lightning experience.*

KEY STRENGTHS

- Advanced **Apex Specialist**.
- Working on **Customer 360 Audiences - Salesforce CDP**.
- **Integration** with third-party systems (SOAP/REST/**Platform Event**)
- **Google Sheet** Integration with Salesforce.
- Having Experience in Apex programming, Visualforce, Data Loader, and SFDC configuration.
- Good Experience in creating **Reports and Dashboards** of CRM applications.
- Extensively used **Data Loader** for Data migration activities.
- Good Knowledge of **SOQL and SOSL** query languages.
- Having good knowledge in **Data Sharing/ Visibility/ Security**.
- Experience working in **Agile** methodology, Scrum methodology, Waterfall model, and Test-driven development.
- Expertise in creating different email templates and inbound emails using Visualforce for clients and customers.
- Hands-on experience in requirements gathering and preparing Functional Specifications and technical design documents.

CERTIFICATIONS IN SALESFORCE

- Completed **Salesforce CDP Accredited Professional** Certification in 2022.
- Completed **Salesforce Application Builder Certification** in 2016.
- Completed **Salesforce Platform Developer - 1 Certification** in 2017.
- Completed **Salesforce Certified Administrator Certification** in 2017.
- Completed **Salesforce Certified Service Cloud Consultant Certification** in 2018.
- Completed **Salesforce Certified Sales Cloud Consultant Certification** in 2018.
- Completed **Salesforce Advanced Administrator Certification** in 2019.

ACADEMIC QUALIFICATION

Degree	University	Percentage	Year of Passing
B. Tech	West Bengal University of Technology	71.80%	June 2011
Higher Secondary	West Bengal Council of Higher Secondary Education	61.7%	May 2006
Madhyamik	West Bengal Board of Secondary Education	60%	May 2004

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TECHNICAL SKILLS

Salesforce Products	Sales Cloud, Service Cloud, Community/Experience Cloud, Customer 360 Audiences – Salesforce CDP
Salesforce API Tools	Eclipse, Apex Explorer, App Exchange, Data Loader, Visual Studio Code, Work Bench
Migration Tools	Change Set, Copado, Gearset
Programming Languages	Apex, JavaScript, HTML, Visual Basics, Java, C, PL/SQL
Salesforce Technologies	Lightning Experience, Apex Classes, Triggers, Visualforce Pages, Workflows, Validation Rules, Reports, Test Classes, Lightning pages (Pages, Component & Controllers), Web services, Dashboards, Reports, Sandbox Development and Testing
Web Services	SOAP, WSDL, XML, JSON, REST

IT EXPERIENCE

Organization	Position	Location	Duration
IBM	Senior Advisory Consultant	Kolkata	May 2022 - Present
Accenture	Team Lead	Kolkata	Jan 2018 – Apr 2022
Cognizant	Associate	Kolkata	Dec 2011 – Jan 2018

PAST PROJECT EXPERIENCE

Organization: Accenture

Project Title	Boston Scientific
Domain	Life Sciences
Duration	4 years (Jan 2018 – Present)
Responsibilities	<ul style="list-style-type: none">➤ Performed the role of Team Lead in the Organization.➤ Implemented Salesforce Customer 360 Audiences – Salesforce CDP.➤ Worked on Community/Experience Cloud Educare platform.➤ Experience in building reusable UI components and pages with the Lightning component framework.➤ Worked on Platform Event Integration.➤ Created Aura-based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.

	<ul style="list-style-type: none">➤ Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Aura bundle, Force.com API and Web Services.➤ Developed various Custom Objects, Tabs, Components, and Visual Force pages and Controllers.➤ Using Visual Studio Code for writing code.➤ Worked Copado application for deploying metadata to sandbox and production.➤ Writing Test Classes to verify the Code Error-free.
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Organization: Cognizant Technology Solutions

Project Title	Etihad Airways - Global Sales
Domain	Travel & Hospitality
Duration	1 year
Role	<ul style="list-style-type: none">➤ Performed the role of Sr. Salesforce Developer in the Organization.➤ Designed and developed Visual Force pages based on the business requirements.➤ Created Objects, Tabs, Layouts, Record Types, Roles, Profiles.➤ Writing of apex classes, triggers, and visual force pages as per the business requirement.➤ Worked on migrating Metadata from one Sandbox to another sandbox.➤ Writing Test Classes to verify the Code is Error-free.
Tools/Technologies	Salesforce.com

Organization: Cognizant Technology Solutions

Project Title	Etihad Airways - Global Loyalty Company (GLC)
Domain	Travel & Hospitality
Duration	3 years 6 months
Role	<ul style="list-style-type: none">➤ Performed the role of Sr. Salesforce Developer in the Organization.➤ Understanding the client requirements and analysis.➤ Designed and developed Visual Force pages based on the business requirements.➤ Create a custom user interface page by using visual force based on requirements.➤ Writing of apex classes, triggers, visual force pages, custom setting, custom label as per the business requirement.

	<ul style="list-style-type: none">➤ Worked on migrating Metadata from one Sandbox to another sandbox.➤ Creating custom Page layouts and Record types.➤ Writing Test Classes to verify the Code Error-free.➤ creating Reports and Dashboards.
Tools/Technologies	Salesforce.com

Organization: Cognizant Technology Solutions

Project Title	Lowe's AMS - T&M – Utility Tool Development
Domain	Retail Chain
Duration	6 Months
Responsibility	<p>As an Application Developer for Lowe's - Utility Tool Development project my responsibilities included:</p> <ul style="list-style-type: none">➤ Integrated custom VB Tool with Siebel Application.➤ Utility Tool take cares of User Creation in Siebel, Creating Position, Creating Responsibility, providing CTI access and InQuira access.➤ User Creation tool take cares of User access modification after complex validation.➤ Prepare Technical Design documents, Code Review reports, Design Review reports, and Unit Test Reports.➤ Coordinating with Oracle Support Representatives for Service Requests that were raised for achieving complex requirements.➤ System and Integration testing to ensure quality deliverables and quick bug fixes.
Tools/Technologies	Siebel 8.1 Tools Configuration, VB Script.

Organization: Cognizant Technology Solutions

Project Title	Lowe's AMS - T&M - Application Support
Domain	Retail Chain
Duration	1 year
Responsibility	<p>As an Application Developer for Lowe's Application Support project my responsibilities included:</p> <ul style="list-style-type: none">➤ Identify Tickets raised by end-users and work for the resolution.➤ Work on Ticket assigned and if identified as a technical issue then prepare RCA (Root cause analysis) document.

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	<ul style="list-style-type: none">➤ Use Siebel Tools to make necessary Configuration/Script changes in Business Components, Business Services, Applets, etc. for CRs and PBI for quarterly/Monthly releases.➤ Prepare Technical Design documents, Code Review Reports, Design Review reports, and Unit Test Reports for CRs for quarterly release.➤ Coordinating with Oracle Support Representatives for Service Requests that were raised for achieving complex requirements.
Tools/Technologies	Siebel 8.1 Tools Configuration, SQL Developer, Unix

PERSONAL DETAILS

Name	Tausif Hassan
Father's Name	Imam Hassan
Date of Birth	17-July -1988
Contact No.	+91 9681026583
Marital Status	Married
Nationality	Indian
Passport No.	V3699687
PAN No.	ACTPH2074E
Languages known	English, Hindi, Bengali, Urdu