**Syed Mohiuddin**

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**SUMMARY:**

* 9 years of professional experience in Software Development with strong technical skills including 7 years of extensive experience in Salesforce.com and Force.com platform both as a Business Analyst and an administrator and 1 year of experience in Java J2EE Application Development.
* Experienced in working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.
* Strong Requirements gathering experience using JAD Sessions & Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications (SRS).
* Created 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 to make Lightning Application mobile.
* Proficient in dealing with functionalities related to sales cloud&service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Extensive experience in Confidential Setup, Configuration, Customization, Administration, Data Migration and Integration tools like Apex Data Loader etc.
* Provided support services, including user administration, user training, data management and application configuration.
* 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.
* Experienced in Service Cloud, Sales cloud, Chatter & App - exchange applications.
* Expertise in Visual Force, APEX Database, APEX Triggers and APEX Testing. Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Efficient in monitoring Apex asynchronous processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
* Used SOQL and SOSL Queries within Governor limits for data fetching and manipulation needs of the application.
* Experience in integrating external web systems with salesforce using REST and SOAP web services.
* Experienced in improving application performance by reducing retrieval times using Org and session cache
* Experienced in deployments of Apex and VF pages across DEV, Test and Production instances.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Created Custom Objects and outlined lookup and master-detail relationships and Junction objects to implement many-to-many relationships on objects and Roll-up Summary fields to aggregate data from child records on the parent. Modified data object relationships with the help of Schema Builder.
* Effective work of Data Migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects.
* Created workflow rules that defined related tasks, email alerts, and field updates. Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals.
* Experienced in Customizing records with Approvals, Automating Business Processes with process Builder and Delayed actions with workflow by collecting data from users and operating on it.
* Developed Reports, Dashboards and Approvals to continuously monitor data quality and integrity. Expertise in Reporting, Customizing the Dashboard and Scheduling Dashboard Refreshing.
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.

**TECHNICAL SKILLS:**

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| **Lightning Experience Development** | Salesforce Lightning Design System and Lightning Components, Aura Framework, LWC, JavaScript Controllers, Server-side Controllers. |
| **Salesforce.com Development** | Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, CPQ, Visual Force (Page, Component & Controllers), HTML. |
| **Administration** | Reports &Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Sharing Settings, Communication Templates. |
| **Languages** | Apex, Ajax, Java, JSP, XML, HTML, Java Script, CSS |
| **Tools/Utilities** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production). |
| **Databases** | Force.com DB, Microsoft SQL Server 2000/2005/ 2008 |
| **Software** | MS Office, Adobe Photoshop, MS Excel |
| **Operating Systems** | Windows 7/8/10, MAC OS X. |

**PROFESSIONAL EXPERIENCE:**

**Client: Pacific Global Bank, Chicago, IL Nov 2019 to Till Date**

**Role: Sr. Salesforce Business Analyst**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Participated in Requirement Gathering Sessions & JAD Sessions.
* In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
* Experienced in development using Salesforce CPQ managed package.
* Reviewing the test cases provided by the QA team, and providing feedback.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various Confidential Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* 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.
* Created Various Validation Rules Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* 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.
* Working on Commerce Cloud solution to support Apple Pay for the web, which means our customers can offer secure, single-touch checkout.
* 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, CPQ, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, Mavens Mate, IntelliJ IDEA, Eclipse IDE with Force.com plugin.

**Client: Baxter International, Deerfield, IL Jan 2018 to Oct 2019**

**Role: Salesforce Business/Systems Analyst**

**Responsibilities:**

* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Discussed and analyzed the requirements with business team and converted the requirements into detailed technical requirements.
* Customized Salesforce CRM beyond native functionality with Visualforce and Apex code as per the requirements.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Integrated Salesforce with Mule soft to connect with enterprise applications in the cloud and on-premise.
* Developed Test classes and maintained the proper code coverage to deploy into the production boxes.
* Created custom controllers and controller extensions while developing Visualforce pages.
* Developed the Apex Triggers to ensure the correct data entries into the system.
* Created Validation rules on various objects. Also, created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Customized Salesforce.com Fields, Page Layouts, Record Types, Queues, and Profiles and make the same changes in test and production environments. Deployed the code from Sandbox to Production using Eclipse and Change Sets.
* Designed and maintained different environments, included Development, Test and Production.
* Deployed the enhancements of Custom Objects, Fields, Triggers, Reports and Workflows into the test and prod boxes to make them in Sync.
* Strong experience in implementing Salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Worked on Customer Service Center on Commerce Cloud
* Experience with Salesforce security model, permission sets, record types, and configuration of page layouts.
* Data migration and updates through the Apex Data loader in Sales force.com.
* Implemented and configured Salesforce CPQ.
* Co-ordinate with the test team and provide the application flow demo before the test team start the System Testing.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit the needs of the application.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields using Restful API callouts. Involved in creating Apex classes, Visualforce pages, Triggers, Workflows, Batch Apex Classes and Schedulers.
* Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals. Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.
* Used the sandbox for testing and migrated them between Sandbox and Production environments for final implementations.

**Environment:**Saleforce.com platform, Force.com Sites, Apex, Visualforce (Pages, Controllers), Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Data Loader and Eclipse IDE with Force.com plugin.

**Client: Lear Corporation, Southfield, MIJun 2016 to Dec 2017**

**Role: Salesforce Administrator**

**Responsibilities:**

* System Support Specialist to assist in all computer related issues in the Business Banking Dept.
* Assist internal clients with system related issues
* Assist clients with any functionality issues
* Worked on customizing various Confidential standard application objects like Lead, Account, Contact, Contract, Opportunity, Case, Transaction, Transactioncases, Entitlement, Milestones, and Orders.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Created data migration strategies and solutions (based on Apex Data Loader scripts) for the automated migration of complex datasets from one org to another; while maintaining referential integrity between different tables.
* Assist clients with knowledge and support to allow the user to feel confident in the system, I assist users with the ability to learn the system and educate their piers
* Assist with running daily reports and daily projects
* Use of computerized systems for tracking, information gathering, and/or troubleshooting; and supporting sales related systems and applications across Frost Lines of Business
* Responsible for providing quality telephone system support regarding inquiries, complaints, and requests. Performing policy interpretations based on the knowledge of the organization, systems, and related applications; assessing internal customer needs and suggesting and promoting alternative solutions; using computerized systems for tracking, information gathering, and/or troubleshooting; and supporting sales related Systems and applications across Frost Lines of Business.
* Involved in coding for modules for all the Sub-Application of the CRM application which involves extending existing SFDC standard components using Apex, Visual Force and other utilities.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Customized application to extend Salesforce functionality and wrote Apex Classes to provide functionality to the visual pages.
* Created Record types, page layouts, and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports.

**Environment:**Salesforce.com platform, Apex Classes, Chatter, Visual Force Pages, Triggers, Standard and Custom Objects, Email Services, Workflow & Approvals, Validation rules, Sharing Rules, Security Controls, Roles, Groups, Record Types, Reports and Dash boards, Eclipse IDE.

**Client: Thrivent, Minneapolis, MN Jan 2014 to May 2016**

**Role: Salesforce Administrator**

**Responsibilities:**

* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and UI changes.
* Created Various Profiles and roles, modified various sharing settings for the security needs of the application.
* Performed steel brick CPQ related configuration for product setup, approval rules, approval matrices, process builders and flows.
* Worked on Multilanguage features of SalesForce Commerce cloud
* Worked on integrating salesforce with 3rd party products, ideally using web services on rest api based integrations.
* Giving support to existing integration with third party system (SAP) by using REST API.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on trigger handler class and moved all the existing triggers to their respective classes.
* Designed and Developed wizards using visual force, JavaScript, HTML, CSS.
* Worked extensively in force.com sites with Customer community.
* Worked on masking of the fields through jQuery plugin.
* Performed new release evaluations with Business Owner & manages new functionality rollouts.
* Worked with NodeJS for uploading large files to client-side applications.
* Coordinated with Sweden and Norway offshore, business teams in daily stand ups.
* Configured front end for Customer Portal sites using FieloEE AppExchange package.
* Experienced in building reports and dashboards using Wave Analytics and QlikView.
* Created Customer Community to help the sellers to share their opinions, experiences, queries, and discuss ways to improve the platform.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Enabled and Customized Self Service Portal for contacts and Accounts. Experience with SalesforceWebservices APIs like SOAP, REST, and BULK API etc.
* Expertise in Lightning app builder (Salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce support communities and Chatter groups.
* Built reusable UI/UX components with Lightning component framework.
* Experience using Datasets, SAQL, Lens, Measures, dimensions, XMD, Data flows, Transformations and Wave REST API in building Wave applications.
* Integrated DocuSign with other internal applications using DocuSign SOAP and REST API.
* Created component test cases and executed those in Rally and helped Automation team during Regression testing using Selenium.
* Provided estimates using Rally on level of effort for timely project completion.
* Writing test classes for apex classes to ensure that code is working properly or not.
* Extensive experience working in an agile development environment using version One.
* Deployed the components from one instance to another instance by using change sets and ANT Tool.
* Strong experience with source control tools Git, Bit bucket, Source tree, Subversion, SVN and managed, builtSalesforce code from the repository.

**Environment:** Salesforce.com platform, CRM Apex Language, Visualforce (Pages, Component &Controllers), Pages, Data Loader, Node Js, Rally, process builder, Lightning experience, Wave analytics, HTML, JavaScript, jQuery, CS

**Client: GTE Financial, Tampa, FL Nov 2011 to Dec 2013**

**Role: Software Developer**

**Responsibilities:**

* Created user-friendly GUI interface and Web pages using HTML, JSP.
* Developed different Servlet components and Interacted with the Database using MYSQL.
* Involved in Database designing using ER Modelling and creating tables and extensively used JavaScript for client-side validations
* Developed Java Mail program to send a system generated mail to all first-time registered users.
* Redesign and implementation of Form System for easy configurability and used custom Form implementations for various protocols.
* Design and implementation of Payment automation module.
* Data migration from legacy DB2, Sybase based systems to Java/J2EE based modules.
* Custom Database/Table design for various protocol implementations.
* Added the feature of feedback report generation
* Enhanced code to save all the responses provided by the students, so that the professor can view them later.
* Played a major role in fixing bugs and cleaning up the code relating to Virtual Clinic

**Environments:**Java 1.3, Servlets 2.3, JSP 1.2, JDBC, UML, HTML, JavaScript, Apache Server, Java Mail, and UNIX.

**EDUCATION:**

* Bachelors of Science from Osmania University, India