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**Azeem Ahmed Mohammed**

**Salesforce Certified Consultant**

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**Professional Summary:**

* Over 7 plus years of professional experience in IT And 5+ years of experience in Salesforce Organization.
* **Certified Salesforce Platform Developer & Administrator** and excellent experience as **Salesforce Developer & Admin** as well.
* Extensive experience with design development test and implementation phases of **Software Development Life Cycle** and **Agile Development** with focus in **Object Oriented Programming.**
* Extensive experience with the Salesforce.com. **Development life cycle application design patterns**, **integration patterns** and **deployment planning**.
* Experience working with **Agile methodology**, **Scrum methodology**, **Waterfall model** and **Test- driven** development.
* Expertise in **Business Analysis methodologies** and **iterative Software Development Life Cycle(SDLC)** in relation with all the phases of **Rational Unified Process(RUP)**.
* Experienced working in **Cross - functional teams**, identifying **business requirements** and supporting sales/marketing efforts.
* Experience in **SFDC** Development implementing the **APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins**.
* Extensive experience with **Sales Cloud, Service Cloud,** **Service Max** web service **Force.com** Community Portal Chatter Knowledge One and **App-exchange** on Salesforce.
* Proficient in dealing with the functionalities related to the **Service cloud** and **Sales Cloud**.
* Experience in working with Debug **Apex** Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Worked on Oracle CPQ (Configure-Price-Quote), for creating Quote proposals. Building apps using Service Cloud, Community Cloud, Health Cloud, Marketing Cloud as well as Salesforce platform.
* Experience in SFDC Integration using Web Service and **Apex Programming** Salesforce.
* Experience in migrating from **Salesforce classic to Lightning** by analyzing existing Visual force components and converting them to **Lightning components** using Lightning app builder, SLDS styles and **Aura framework**.
* Extensive experience in lead case management **web-to-lead** **Web-to case** **Email-to-case**.
* Experienced in creating service cloud **workflows** like Key customer case notification and notifying relevant people in a high priority case.
* Excelled in working with various salesforce.com standard objects like Accounts Contacts Opportunities Products Cases and Leads.
* Competent in **SFDC Administrative tasks** like creating Profiles Roles Users Email Services Approvals Workflows Dashboards Tasks and Events.
* Proficient in **Data Migration** from Traditional Applications to SalesForce using Import Wizard and Data Loader Utility.
* Proficient in setting up Sales process on Opportunities, Service cloud automation using Email-to-Case, Assignment and Escalation rules on Case object.
* Experience in **Service Cloud customization** with **Service Console, CTI adapters** and Live agent.
* Experience in working with Salesforce.com **sandbox Integration** and **production environments**.
* Experienced in Creating Roles Profiles Email Services Page Layouts **Workflow Alerts** and Actions and **Approval Workflow**. And experience on working with **Chatter objects.**
* Good understanding of Salesforce.com **Governor Limits**with an ability to optimize code to respect those limits.
* Good knowledge on Set up **field service** features according to client unique business needs. This includes installing the **Field Service Lightning** managed package and **Field Service Lightning** mobile app
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming language.**
* Experience working on **Salesforce Service Cloud**, comfortable designing transformational solutions and working directly with customers to meet their business needs.
* Experience in web technologies like **HTML XML** and **JavaScript Ext JS** and experienced on working with data structures to manage large amount of data efficiently.
* Proficiency in Object Oriented Languages like **C Java J2EE JSP Servlets** and other **Java technologies**.
* Strong Database RDBMS development experience in writing queries functions stored procedures triggers and views in **Oracle** **SQL PL/SQL** and MS Access.
* Excellent Client management skills presentation skills operational metrics time management analytical great communication and interpersonal skills.

**Technical Stack:**

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| **Salesforce Technologies** | SFDC Certified Force.com Developer Salesforce CRM Salesforce SFA Apex Language Apex Classes/Controllers Apex Triggers SOQL SOSL Visual Force Pages / Components S Controls Apex Web Services AJAX Workflow Approvals Dashboards Analytic Snapshots Case Management Automation Custom Objects. |
| **Salesforce Tools** | Eclipse Force.com, Eclipse IDE Plug-in Force.com Explorer Apex Data Loader Force.com Workbench Force.com Platform Sandbox and Production |
| **Programming**  **Languages** | Java, JavaScript, jQuery, HTML, XMLD, HTML, Lightning aura. |
| **Databases** | MS SQL Server 2000/2005 PL/SQL RDBMS Oracle 8i/9i/10g MS Access and MySQL |
| **Operating Systems** | Windows NT / 2000 / XP Pro / Vista Windows Server 2000 / 2003 / 2008 Linux. |

**Education & Certification Details:**

**Bachelor’s in Computer Science from JNTUH University, India.**

**Certifications:**

**1. Salesforce Certified Administrator**

**2. Salesforce Certified Platform Developer-I**

**Professional Experience**

**Client: One Main Financial- Evansville, Indiana March 2019 – Present**

**Role: Senior Salesforce Developer**

**Responsibilities:**

* Involved in business requirements meeting for requirements analysis, designing data model, identifying customizations and prepared Technical Design Document.
* Designed UI with Apex, Lightning Component and Controllers as per business requirements.
* Created relationships among objects using Lookup, Master-detail and Junction Object relationships.
* Implemented customizations using Apex controller classes Custom, Extension, Triggers and Visualforce pages.
* Used visual force components like Form, Page Block, Page Block Section, Comm and Button, Action support, Action Function, Page Block Table and Repeat for developing visual force pages.
* Developed rich UI using custom Cascading Style Sheets CSS in Visualforcepages and used Java Script, jQuery for client-side validations.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Worked on several standard FSL (Field Service Lightning) Features to provide sharing and visibility based on user skills and work schedule.
* Worked on Field service lightning- To manage the call centre Executives, Dispatcher, Field Services Technician.
* Made new feature enhancements on Service cloud console view and developed Visualforce components.
* Used Field Service Lightning (FSL) enables businesses to unite customers, connected devices, agents, dispatchers, and employees in the service field with one powerful service platform that delivers a seamless customer experience with field service.
* Worked on Configuring Email-2-Case customizing the service cloud for various business support groups.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Developed Forms using lightning components and created Support Request page layouts and assigned them in related Queues and performed data lineage.
* Written SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from Objects.
* Written apex classes to make an outbound integration to external application by generating necessary apex stubs from WSDL using WSDL2Apex.
* Developed apex REST web service classes for inbound call to salesforce from external applications accessing via data power.
* Developed apex batch classes to archive chatter post and custom object interactions data daily and monthly basis.
* Expertise in sales cloud, service cloud and marketing cloud processes.
* Developed custom Objects, Fields, Dependent picklist values, and validation rules, Page Layouts, Search Layouts and Tabs.
* Experienced with Oracle CPQ (Configure-Price-Quote), for creating Quote proposals.
* Performed administrative tasks – creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
* Configured Single Sign-On SSO for user authentication using SAML 2.0 and using my domains.
* Implemented service cloud, service console and configured Email-to-Case and enabled communities in cases.
* Created workflow rules, approval process and defined actions like Tasks, Email alerts, outbound message and Field updates.
* Created trigger on case and solution object to perform some business requirements on Service cloud.
* Created communication templates used for Email alerts based of Text, HTML and Visualforce types.
* Customized standard features like auto-response, assignment, escalation rules on Lead and Case object.
* Developed customized Reports, Dashboards for business users and managers, developed custom report using visualforce pages.
* Prepared data mapping documents and migrated data from Siebel to Salesforce using Data Loader, Cast Iron orchestration.
* Written apex unit test classes for Trigger, Apex classes to meet 75 of code coverage to migrate to Production instances.
* Created and maintained the documentation for application Design, data mapping document for Migration and integration technical design document.
* Good experience in preparing package.xml file for deploying applications from Sandbox to Production instances using Force.com migration script and Workbench.
* Implemented best practices to avoid governor limits by writing repeated code in triggers and apex classes.

**Environment**: Saleforce.com CRM, Apex Classes, Controllers, Visualforce pages, Web Services, SOAP, REST, WSDL, Sales Cloud, Service Cloud, Custom Objects, Tabs, Email Services, Workflows, Approval process, Field Service Lightning , Data loader, Cast Iron, Reports, Apttus CPQ, Dashboard, Sharing rules, Force.com IDE, HTML, CSS, JavaScript, jQuery, Windows 2003.

**Client: Legal & General America- Frederick, MD Nov 2017 - Feb 2019**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Using controllers and embedded JavaScript and HTML as needed.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Build lightning components in modular way by using Lightning Components Framework.
* Performed SOQL and SOSL queries on data sets to gather critical information for Apex.
* Good experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Implemented web-based case management automation - Web to Case (on Case Object) to track and solve customer's issues.
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Involved in data mapping and data Integration from JD Edwards ERP to Salesforce.com.
* Installed Pervasive Data Integrator from the AppExchange for two-way integration with a JD Edwards ERP system.
* Building apps using Service Cloud, Community Cloud, Health Cloud, Marketing Cloud as well as Salesforce platform.
* Designed, and developed Apex Classes, Controller Classes, and extensions for various functional needs in the application.
* 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.
* Wrote SOQL and SOSL statements within custom controllers, extensions.
* Customized the Dashboards to the track usage for productivity and performance of business centres and their sales teams.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Installed Instant Service Chat and Email from the AppExchange to let agents click to create cases from chat and email.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Designed and developed User Interfaces for Sales Force users as per requirements.
* Deployed Envox's Phone Link, a computer telephony integration solution from the AppExchange that adds screen pop and click-to-dial capabilities to Salesforce CRM.
* Used force.com IDE for developing custom applications.
* Wrote Test Plan and Test Case. Involved directly with Test Team and did bug fixing using Clear Quest.
* Created Managed Package using Eclipse. Migrated from sandbox to production using FORCE.IDE.

**Environment**:  APEX, Web services, SOSL, SOQL, Informatica, Force.com IDE, Import Wizard, XML, Salesforce lightning, Aura framework, Apttus CPQ, Java Servlets, Visual Force Pages, Workflows, S-controls.

**Client: Community Health Choice- Houston, TX June 2015 -Oct 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created Custom Objects and Fields for capturing business information.
* Designed and deployed Custom Tabs, Validation Rules, Approval Processes and Auto-Response Rules for Leads for automating business logic.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Created Workflow rules and defined related Tasks, Email alerts, and Field updates.
* Used Field level security along with Page layouts to manage access to certain fields
* Implemented Pick lists, Dependent pick lists, Lookups, Master detail relationships, Junction objects and formula fields to the Custom objects.
* Created Page layouts, Search layouts to organize fields, Custom links, Related lists, and other components on record pages.
* Created custom Dashboards for manager's home page and gave accessibility to Dashboards for authorized people.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration Systems.
* Migrated code from Sandboxes to Production using Change Sets.
* Followed Test Driven Development in development of Salesforce application

**Environment**: Eclipse IDE, Salesforce.com, Import wizard, Apex, JavaScript, Controllers, Sharing Rules, Visualforce Pages, Workflows, Apttus CPQ, Approval processes, Reports, Dashboards, XML, Web Services, Cast Iron.

**Client: Cygnet Infotech, Pune, India June 2013 - May 2015**

**Role: Java Developer**

**Description:** Cygnet Infotech is an offshore software development company provides full lifecycle product engineering independent testing security staff escalation as well as professional services for disparate industry segments.

**Responsibilities:**

* Responsible for documenting the user requirements and system design specifications.
* Responsible for analysing business processes user new requirements.
* Analyzed current business process and investing the old system.
* Used HTML CSS and JSP for developing web pages and JavaScript for client side validation.
* Designed and developed back end code using Servlets and JavaBeans.
* Designed and implemented the database interaction using JDBC and stored procedures using PL/SQL.
* Involved in process of gathering modelling and transforming data into useful Information
* Created tables Queries indexes stored procedures triggers and constraints.
* Developed Logical data model Physical data model and Entity Relationship Diagrams.
* Fixing defects on the JSP pages and working on enhancements.

**Environment:** Java J2EE, Spring MVC, Web Services, SOAP, Restful, XML, XML, parsers, Ajax, JSON, JSP, CSS3, HTML5, Hibernate, JDBC, UML, SVN, TOAD, Eclipse.

\*\*\*Thank You\*\*\*