**Hasan Ahmed**

**Salesforce Developer**

**Fontana, CA || Green Card**

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**SUMMARY:**

Over 8 years of Professional Experience in Information technology including 7 years of experience in Salesforce.com CRM platform involving in Development, Administration, deployment, partner portal, customer portal and classic to lightning migration, lightning component, lightning design system, lightning locker services. Designing of Service Cloud, Sales Cloud and force.com solutions with an emphasis on service Cloud solutions.

* Experienced in Administration setup like manage Users, Security Controls and Data Management.
* Expertise in developing, deploying and integrating Salesforce.com CRM solutions.
* Experience in working with salesforce.com sandbox and production environments.
* Extensive experience in designing, creating and maintaining Salesforce.com Workflow Rules, Approvals, Email Templates (HTML & Visual Force Templates).
* Worked on the designing of custom objects, custom fields, role based page layouts, custom Tabs, custom report, report folders, report extraction to various formats, design of Visual Force Pages, Snapshots, and Dashboards.
* Proficient in dealing with the functionalities related to the Sales Cloud, Service Cloud and Marketing Cloud.
* Experience in security and sharing model, SSO, Salesforce configuration, desktop/mobile integrations.
* Implemented and Integrated services for complete CPQ software.
* Involved in the configuration implementation of Salesforce.com.
* Experienced in Force.com Apex Classes, Apex Triggers, Integration, Visual force and Force.com API.
* Used Data loader for data management in force.com platform.
* Extensive experience using Salesforce.com Administration, Creating Roles, Profiles, Page Layouts.
* Experience in installing, evaluating the AppExchange application under the salesforce.com platform.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle process.
* Implemented and delivered projects under Agile Development Environment and Test Driven Environments with large & small project teams.
* Experience in working on source control tools like GIT.
* Involved in Duplicate management logic using Salesforce.com Duplicate rules and matching rules functionality.

**EDUCATION:**

* Bachelor of Engineering in BioMedical.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technical** | Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, components &controllers), Standard objects, workflow &Approvals, Apex Data Loader, App Exchange, Web Services, Reports,Dashboards,Force.com IDE, Eclipse, SOQL, SOSL, Custom Objects, S-Controls, Analytic Snapshots,Steel-brick CPQ**,** Sandbox development and Testing, Sales Cloud, Service cloud. |
| **Operating Systems** | Windows XP/2003/2000, Windows 2K/2003 Server, UNIX. |
| **Languages** | Java/J2EE, SQL, Perl Scripting, HTML, Unix, C, C++, PYTHON, SHELL Scripting. |
| **Databases** | MYSQL, MongoDB, Cassandra, SQL Server, Oracle, SQL\*Loader, Putty, Toad, SQL\*Plus. |
| **Web Technologies** | HTML, XHTML, CSS, XML, Java Scripts, Shell, Web Services, SOAP, UI, WSDL. |
| **SDFC coding** | APEX Classes & Triggers, Components, Visual force pages, Developer Console. |

**CERTIFICATIONS:**

* Salesforce Certified Platform Developer-1.
* Salesforce Certified Administrator.

**PROFESSIONAL EXPERIENCE:**

**Riskonnect, Kennesaw, GA**  **JAN 2021 - Till date**

**Salesforce Lightning Developer**

Riskonnect, is a leading risk mitigation solution provider company. Riskonnect have around 300+ clients so got opportunity to work with many clients and their custom solutions.

* Involved in various activities of the project like Information Gathering and analyzing the Information.
* Involved in Administration and Development of Salesforce.com.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Worked on Apex classes, Controllers, Extensions, Triggers for various functional needs of the organization.
* Designed various tabs and web Pages using Visualforce pages and controllers to customize the UI.
* Used SOQL, SOSL and DML's effectively considering all the governor limits for data manipulation needs of the applications.
* Implemented Workflows, Process Builder, and Validations for customization.
* Developed Batch, Schedule jobs for Bulk data processing at scheduled intervals.
* Developed Lightning components, Global actions, process Builders and object specific actions according to business needs.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of Lightning and its features
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and CSV files.
* Worked on Sales cloud functionality, including Account Management, Sales Forecasting, Opportunity Management and Lead Management.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers.
* Performed data management using ETL tools like Data Loader, Dell Boomi.
* Design, development, deployment and management of multiple integration processes created on Dell Boomi platform.
* Created the Boomi Mappings, Process using with different connectors/ shapes and logic shapes between the application profiles using Dell Boomi.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Lightning components, Force.com API, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox, Eclipse IDE Plug-in, Apttus CPQ, Dell Boomi, SOQL, SOSL.

**USAA, San Antonio, TX Sep 2018 – Dec 2020**

**Salesforce Developer /Administrator**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Closely worked with other Salesforce.com consultants while implementing the solutions for the need of organization.
* Created custom objects and defined lookup and master-detail relationships on the objects.
* Also created junction objects to establish connectivity among objects. Created workflow rules and defined related tasks, custom.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Developed various Apex Classes, Controller classes and apex triggers for various functional needs in the application.
* Used Force.com, Eclipse IDE for developing Apex pages, Controller Classes and Triggers for deploying the projects components into different Sandbox Environments.
* Worked on Sharing Rules based on Role Hierarchies and created manual sharing for accessing records.
* Worked on different things like Components, Custom Settings, Site and Static Resources, Debug logs, system log and also Implemented Service Cloud Console.
* Worked on various Salesforce Objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used the Lightning App Builder to customize the Lightning Experience and Salesforce1 Mobile app.
* Experience in developing Salesforce.com custom objects and work-flow business rules.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed and configured various custom reports and report folders for different user profiles.
* Knowledge on Lightning installation and disabling role creation at installations and disabling role creation after installation.
* Developed and implements both the time dependent and time independent workflows as per the requirement.
* Managed Licenses, set hierarchies and defined roles.
* Monitored objects for duplicates and data Integrity.
* Performed daily check of Duplicates on salesforce and merger records by establishing proper ownership of existing accounts and contacts in accordance with sales territories.
* Also created de-duplication rules with filters and matching criteria’s apex.
* Used the change sets to deploy code between the sandbox and production environments for final implementations and prepared Deployment documents.
* Designed various Web Pages in Visualforce for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Designed various HTML Email templates for Auto-response to customers.
* Hands on experience with Steel-brick CPQ to ensure pricing and quoting accuracy.
* Developed and deployed Workflows and approval process wherever necessary.
* Created profiles, roles and implemented object level, field level and record level security.
* Evaluated Data entry, import processes and ensure proper Data Quality standards exist for the Salesforce.com application.
* Administered and monitored the company’s Salesforce CRM application.

**Environment**: Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Lightning components, HTML, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Steel-brick CPQ, Sandbox, Eclipse IDE Plug-in, Dell Boomi, SOQL, SOSL.

JPMorgan Chase, Houston, TX **Oct 2017– Aug 2018**

**Salesforce Developer**

JPMorgan Chase is a leading financial institution wherein its Consumer Real Estate Services segment  
offers fixed and adjustable-rate first-lien mortgage loans for home purchase and refinancing needs and home equity lines of credit. They have used Salesforce CRM’s Sales Cloud and Service Cloud to keep track of the customer’s mortgage loans application. Within the Sales Cloud, mortgage representatives capture and filter leads by checking pre-qualified customers shown interest on purchasing mortgage loans. An OData 2.0 SF Connect is made to external object to access Interest plans for Mortgage Loans. An external application cross verifies details on customer information and either approves or rejects the Loan request. Under the Service Cloud, customer enquiry on Loan status is handled by making Apex Callout to an external system. A late fee waiver on request by customers is applied based on fetching details through Payment Management System (PMS), an external Database, and an approval process is generated on certain business requirements.

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Documented and shared the requirements with consultants for further implementation.
* Closely worked with consultants while implementing the solutions for the needs of organization.
* Worked with various Salesforce.com Objects like Accounts, Contacts, Solutions and Custom Objects.
* Developed various Custom Tabs, Tags and Components.
* Implements Salesforce for Outlook functionality and installed outlook integration with different user systems.
* Worked with Data Loader, App Exchange Applications, Validation Rules, Workflows, Approval Process and Reports & Dashboards.
* Worked with different Deployment Plans, Record types to setup for different Page layouts based on profiles for each release and Sandbox Refreshing.
* Involved in setting up Profiles, Role Hierarchy and assigning the Profiles to the Users.
* Created different profiles and setup the permissions based on the roles in the organization.
* Knowledge in Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used applications like Dupe blocker for data duplicate data cleansing.
* Modified simple workflows to incorporate Email Alerts and field Updates.
* Scheduled retrieval of report data to be used with Analytic Snapshots.
* Created the unit Test Cases and reviewed the tester test scenarios based on the functionality.
* Worked on various defects which was raised during SIT and UAT testing.
* Modifies existing customizations using XML metadata files and responsible for migrating customization changes from sandbox to production.
* Debug Apex scripts using Debug Logs and system Log Console to catch Exceptions and execute Governors and Limits.
* Analyzed and documented differences between the AS-IS and TO-BE processes.
* Demonstrated knowledge of XML, SQL, HTTP/HTTPS and EAS processes and understood the different SAAS development processes and methodologies.

**Environment**: Saleforce.com platform, service cloud, sales cloud Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, Reports and Dashboards, Workflow & Approvals, Custom Objects, Custom Tabs, Email Services, Security Controls, MS Office Suite (Word, Excel, PowerPoint, Outlook), MS Project, Windows XP.

Flexera Software, Chicago, IL **Sep 2016 – July 2017**

**Salesforce Developer**

Flexera Software deployed Service Cloud to streamline and consolidate their customer service and support processes and provide greater visibility across customer relationships and provided a single view of customer interactions. Our team includes IT professionals with expertise in the latest technologies, as well as experienced domain experts in the industries we serve.

* Lead planning meetings, analysis development, test inspections, and other project meetings throughout project life cycle.
* Laid a methodical approach for requirements gathering and BR Document generation.
* Developed various Custom Objects, Tabs, validation rules on the objects and tabs.
* Develop reports, dashboards, and processes to continuously monitor data quality and integrity.
* Worked on Sales Force/Service Max, Salesforce/CPQ integration for gathering requirements, designing the documents, development of the integration, testing and rollout.
* Worked in Administration, configuration, implementation and support of service max and salesforce applications.
* Created and deployed several reports using Salesforce.com platform.
* Lead planning meeting, analysis development, test inspections and other project meetings throughout project life cycle.
* Created Custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects.
* Implemented service max with Oracle ERP R12 Field services module.
* Used Salesforce Data Loader and Jitter Bit Data Loader (Wizard-driven import/export tool with drag and drop data mapping, support for create, insert, update, delete, hard delete, query and bulk loads) to import and export the data.
* Worked on various integrations with other platforms like CTI integration.
* Experienced in Service Contracts and Preventive Maintenance module.
* Good experience in deployment of Service-Max objects across various Orgs.
* Experienced in Service Max data migration, optima and Integration.
* Provided post-implementation support to assist end users in administration tasks.
* Created test scenarios on sandbox environment and migrated code to deployment upon successful testing.

**Environment**: Saleforce.com platform, service cloud, sales cloud Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows XP, SOAP, REST, XML

**Matech, Pakistan Jan 2015 – Feb 2016**

**Java Developer**

CSSI specializes in meeting the needs of small businesses to large enterprises. Whether these needs include web based software, website development, search engine optimization, hosting services or web related consulting. We architect, build and manage web-based systems that manage companies, Domain Registration, Co.in Domains, Web Hosting’s, Web Designing, Online Soft wares, Resellers Hustings, Window Hosting’s and Linux Hosting’s, Payments Gateways & Software development.

* Gathered user requirements followed by analysis and design. Evaluated various technologies for the client.
* Developed HTML and JSP to present Client side GUI.
* Involved in development of JavaScript code for Client Side Validations.
* Designed the HTML based web pages for displaying the reports.
* Developed Java classes and JSP files.
* Extensively used XML documents with XSLT and CSS to translate the content into HTML to present to GUI.
* Developed dynamic content of presentation layer using JSP.
* Develop user-defined tags using XML.
* Developed Java Mail for automatic emailing and JNDI to interact with the Knowledge Server.
* Used struts Framework to implement J2EE design patterns (MVC).
* Developed, Tested and Debugged the Java JSP and EJB components using Eclipse RCP.
* Developed Enterprise Java Beans like Entity Beans, Session Beans (both Stateless and State Full Session beans).
* Developed JSP as the view, Servlets as controller and EJB as model in the struts Framework.
* Worked on web Logic application server to deploy JSP and EJB applications.
* Created and implemented PL/SQL stored procedures, triggers.
* Extensively used Eclipse 3.2 for developing and testing the Security Infrastructure Service.
* Designed, Developed and maintained the data layer using the ORM framework called Hibernate.

**Environment:** Core Java, JSP, UML, Struts, JavaScript, SQL Server, SVN, JUnit, JDBC, SQL queries, Log4J, XML, RAD , Web Logic, ANT, Web Services, SOAP, Agile, JSON.