**Mohammed Shariq**

**Sr. Salesforce Developer**

**US Citizen**

**New Jersey**

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**Direct-**

**Professional Summary**

* Around 6+ years of experience in IT industry includes experience in Salesforce.com Platform.
* CCNA Certified
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Extensive experience in analyzing organization processes, converting business workflows into exact Salesforce.com workflows and configuring Salesforce.com to meet business requirements.
* Hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
* Strong Knowledge in Salesforce Administration and Customization, Data Validation, Sales, Marketing, Customer Service and Support Development team.
* Extensive business knowledge and customization experience on various salesforce. comstandard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
* Implemented Salesforce (LWC) Lightning Web Components for large set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Highly proficient with Sales Cloud, Service Cloud, Service Max web service Force.com Community Portal Chatter Knowledge One and App-exchange on Salesforce
* Configure Salesforce application using Lightning framework, Lightning Web Components
* Expertise in Business Analysis methodologies and iterative Software Development Life
* Coordinated and transferred knowledge to the offshore team.
* Experience in creating detailed process documentation and deployment process on issues for Future Follow ups.
* Has implemented CPQ integrations designed, developed, and Administered, Before CPQ - Configure, Price, Quote was native to Salesforce. The native CPQ does nothing that the systems build didn’t do. Experience a variety of areas of Lightning development
* Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call Center, Chatter App-exchange applications.
* Designed various Custom Objects, Custom Fields, Page Layouts, Custom Tabs and Record Types as per the requirements.
* Developed Lightning Component Framework and also built Lightning component using aura framework.
* Experience working in Agile methodology, Scrum methodology, Waterfall model and Test driven development.
* 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.
* Worked extensively on Salesforce.com standard objects like Accounts (Person and Business), Contacts, Opportunities, and Cases.
* Experience in complex handling APTTUS - Configure, Quote and Contract management application
* On hand experience in creating executive reports for clear visibility of contacts and activities.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Email Services, Approvals Processes, Workflow Rules, Validation Rules, Reports, Dashboards, Tasks Events.
* Extensive experience in data migration and integration using Data Loader and Informatica Tool.
* Expertise in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Account Management, and Case Management.
* Experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, Lookup Relationships, Master-Detail Relationships.
* Proficient in designing Custom Formula Fields, Roll up summary, Field Dependencies, Field Updates, and Email generation according to application requirements.
* Knowledge of Apex Trigger, Apex Class, Apex Test Methods, Visualforce Pages, SOQL, SOSL, WebServices.
* Managing subscriber data, import and segmentation using a combination of Salesforce Marketing Cloud tools and database queries Used automation studio for performing actions such as imports, extracts and SQL query activities.
* Subject Matter Expert and a go to person for multiple Salesforce projects and often trained other QA members for maintenance cycle, and provided support troubleshooting issues as needed
* Proficient in Salesforce administrative tasks such as creating profiles, roles, users, page layouts, e-mail services, reports and dashboards.
* Experience in creating Validation Rules, Work Flows and Approval Processes for automated alerts and field updates.
* Proficient in data migration using Salesforce Data Loader.
* Experience working on custom objects, custom fields, pick list, page layouts, validation rules, custom tabs, custom reports, report folders, report extractions to various formats, snapshots, dashboards, and email generation according to application requirements
* Configured and maintained user security permissions according to organizational needs.
* Involved in data-mapping and migration of data to SalesForce.com Objects and fields.
* Integrated Salesforce for Outlook.
* Experience in training the internal business users to use the SFDC application.
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externaly.
* An effective team player with excellent problem solving and interpersonal skills.

**Professional Experience**

**Sr. Salesforce Developer**

**Verizon Wireless**

**2019 December – Present**

**New Jersey**

**Responsibilities:**

* Extensive experience with the Salesforce.com development life cycle, application design patterns, integration patterns and deployment planning
* Integrated CPQ system with multiple CRMs like Salesforce, MS Dynamic and CRM On Demand.
* Developed and created strategies for effective delivery of Salesforce CPQ/CRM/CLM deployment managing versioning and migration from Dev -> QA-> Sage ->Production.
* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert
* Designed new data backup solution to reduce excessive maintenance and provided additional sales cloud-based data redundancy.
* Created journeys and also implemented marketing campaigns using marketing cloud tools like Journey Builder, Email Studio and Automation Studio
* End to End CPQ Implementation, Migration of CPQ Data to multiple Sandbox, Test and Prod Instances
* Build CPQ Quoting & Product configuration, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* As, there were many configurators, build a apex program to load the CPQ configurators. Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
* Expert in Salesforce CPQ strong experience in configurators, product rules, pricing rules, advanced approvals, option constraints.
* Managing relationship with 3rd party CPQ Consulting FirmExperienced working with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action, Implemented Community Cloud lightning components in working ability for conversion of visual force pages into lightning.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Developed Apex Classes, Apex Triggers, and Apex Controllers to develop custom business logic.
* Developed triggers and Apex classes by implementing best practices.
* Developed Apex Triggers to update fields and child objsteects.
* Debug Apex scripts using Debug Logs and Sym Log Console to catch Exceptions and execute Governor Limits
* Design and Develop customer solutions in Visualforce, Apex, CSS, Javascript and other technologies
* Worked with business owners to understand their requirements for Salesforce Marketing Cloud application
* Setup up dashboards and assisted with adoption strategies using “WalkMe” and other tools via the App Exchange.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book,
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log
* Made new feature enhancements on Service cloud , Sales Cloud and Marketing cloud using Lightning and velocity
* Communicated the power of the Community Cloud to stakeholders and defining Salesforce lighting components to replace visual force pages.
* Experience in SFDC Integration using Web Service and Apex Programming, Salesforce Service Cloud expertise.
* Code base was created using the fflib pattern of Trigger/Domain/Service for modern Salesforce development respecting separation of concerns.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used field level security along with page layouts to manage access to certain fields.
* Created Reports, custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Experience in implementing security and sharing model
* Experience in querying Salesforce database using SOQL queries
* Created several roles, profiles, email templates and page layouts
* Created public groups and assign the user to the groups
* Install Salesforce AppExchange
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Familiar with Waterfall and Scrum/Agile projects
* Created Custom Objects and fields for transactional and contractual information.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Was involved with the Siebel to salesforce migration project as a data Stuart. This was Pilot implementation of Veeva CRM
* Created modern Lightning Apps combining Lightning Design system, Lightning App Builder, and Lightning Component features.
* Involved in requirement gathering of Salesforce implementation with various user groups and documented the requirements interacted with all levels of external and internal customers.
* Participated in daily Scrum meetings for various data analysis tasks.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Maintained and gave permissions to communication templates based on Profiles.
* Performed Data Analysis and migrated data from SQL Server database to sales force.
* Involved in Accounts Merging, maintaining Public Groups.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Worked with senior team members to analyse of each product and its competitor, to integrate new product, and optimize existing products.
* Managed subscriber data, import and segmentation using a combination of Salesforce Marketing Cloud tools and database queries
* Worked with Marketing managers and converting their strategy into implementations using Marketing cloud.
* Imported accounts and contacts data through Import Wizard.
* Worked on data migration from databases to SFDC using Data Loader.

Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.

* Performing the Risk Analysis and Cost Assessment for the Project implementation.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.

**Environment:**Sales Cloud, Service Cloud, WalkMeData loader and Data management, Lightning, ANT Migration tool and Bamboo, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules, GitHub, Jenkins, SAP.

**Salesforce Developer**

**2017 March – 2019 November**

**First Republic Bank**

**San Francisco, CA**

**Responsibilities:**

* Implemented security settings, object level security, field level and record level security
* Extensively used Tab permissions, Record Type and Page Layout permissions
* Documented Current State business processes of a product costing and pricing system, presented to management and recommended a 3rd party Configure, price quote(CPQ) solution, including pricing wizards, quotes, DocuSign integration
* Daily duties include: average 50 Cases per week with internal requests from Sales Professionals, User and Security Administration, Managing Custom CPQ Solution, Process Builder, Modifications to Flows, Validation Rules and Managing other Business Processes not enforced by Salesforce System
* Consulted on designing and implementing Salesforce CPQ Cloud and Salesforce solutions.
* Provided guidance on security audit and logging information available in Marketing Cloud.
* Scheduled deployments in the Salesforce Marketing Cloud application and providing completion communications to the client
* Create various custom objects, custom fields, picklists, page layouts, validation rules and custom tabs
* Extracted digital marketing data from Adobe Marketing Cloud in Tableau Data Extract (TDE) format by connecting to Adobe Site Catalyst for developing Business Intelligence dashboards.
* Created custom reports, report folders and Dashboard.
* Create Test Scripts based on the Business Requirements Specification documents
* Build tests suites for regression and smoke testing
* Provide estimates for test design and execution work
* Involve in reviewing test results and bug fixes after each deployment and update the test scripts as needed
* Experience in integrating various 3rd party APIs Chargebee, Zapier, Twilio, QuickBlox
* Used Salesforce.com developer toolkit including Apex Classes Controllers and Triggers Visual force Force.com IDE Migration Tool Web Services API.Salesforce.com platform Apex Language Visual Force Pages Component Controllers Workflow Approvals Custom Objects Sandbox data loading Eclipse IDE Plug-in.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Upgraded Some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Help business users in carrying out the User Acceptance Testing
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Executed various levels of Unit, Integration, User Acceptance testing using test cases to prove that system conform to specifications of business and quality requirements.
* Handled different Integrations with other platforms, like CTI Integration.
* Implemented Cast Iron for Data Migration with XML and XML schemas. Websphere cast iron V6.3 was used where REST, JSON data was read and write to handle JSON data.
* Created Workflow Rules, Workflow actions and time dependent actions
* Configured Validation Rules based on business requirement
* Implemented pick lists, dependent pick lists, lookup and master detail relationships
* Managed all new user set-ups and deactivation, including following approval process and transferring ownership of account/contact/opportunities for deactivated users.
* Created various Reports and Dashboards based on company's requirement
* Configured and integrated Salesforce for Outlook
* Arranged weekly webinars and trained end users to use SFDC application
* Trained end users whenever a new update of Salesforce is made
* Documented Salesforce fundamentals for easy understanding and navigation for business users
* Performed mass data imports using Apex Data Loader and Informatica Tool
* Developing, implementing and testing on the Sandbox environment
* Managed Account Team Members
* Wrote Apex Triggers to meet business requirements

**Environment:**Saleforce.com platform, Sales Cloud, Lightning, Marketing Cloud, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, GitHub, Jenkins, Windows Vista.

**Salesforce Developer**

**Berkeley University, CA**

**2016 September – 2017 February**

**Responsibilities:**

* Managed all new user set-ups and deactivation, including following approval process and transferring ownership of accounts/contacts/opportunities for deactivated users.
* Regularly audits data to uncover data integrity issues and/or opportunities for process improvement.
* Performed mass data imports using the Apex data loader and import tools as requested by CRM Manager.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow Approvals.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Worked with Pervasive Data integrator for Comprehensive data Integration.
* Deployed web to case and email to case as case creation channels.
* Modified the sharing model as required.
* Created and maintained custom fields and modifying Picklist values and field dependencies.
* Developed custom objects, reports and configured analytic snapshots for sales performance and lead generation statistics.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Imported and updated campaign data.
* Create several reports for different user profiles
* Import and export data using Data Loader
* Import data from excel sheets in to Leads, Accounts and Contacts using Data Loader
* Use Data Loader and developer workbench for insert, update and bulk import or export of data. Used it to read, extract and load data from comma separated values CSV) file
* Modified Lead Assignment Rules.
* Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
* Managed security controls by modifying sharing settings, field accessibility, password policies, session settings and network access.
* Modified Apex Class, Apex Test Methods, Triggers and Visualforce Pages.
* Work closely with prospects/clients to identify technical requirements and technical infrastructure for CRM based enterprise solutions.
* Worked closely with sales team and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com.
* Provided training to the internal users and helped them in getting used to the application, generated reports and save them for the further access to the users.

**Environment:** Salesforce, Informatica Tool, Apex Data Loader, Security Controls, Google Chrome, Command Links, Workflow and Approvals, Custom Objects, Picklist Values, Sales Performance Lead Generation

**Salesforce Administrator**

**American Express**

**New York, US**

**July 2015 – May 2016**

**Responsibilities**:

* Performed roles of Salesforce Configuration and Administrator.
* Created relationships using Lookup and Master-detail among custom and standard objects and created junction objects to establish many-to-many relationships among objects.
* Created various Formula, Rollup Summary Fields, Record types, Page Layouts, Search Layouts, Related lists, List views, Custom tabs, apps, Custom Links, Custom Buttons and Actions on a record detail and edit pages.
* Execute test cases and create bugs in Jira
* Work with development team in resolving the issues
* Work with business users in UAT
* Was a go to person for Salesforce related issues
* Help business with Salesforce production support
* Manage users, roles, public groups, organization wide settings, role hierarchies
* Manage resetting passwords, modifying data and created hoc reports
* Manage data transfer and mapping between Salesforce.com and other applications
* Customized various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Products, Price books, Campaigns, Campaign Members, Cases, and Solutions.
* Customized Leads by creating a Lead process for various groups, assignment rules, web-to-lead and custom lead conversion.
* Implemented Case Management Automation to track and solve customer issues by creating support process, record types, assignment and escalation rules.
* Configured Partner and Customer portal for the users in the organization for Partner selling.
* Administered, configured and managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Created Workflow rules, Approval process on various objects to automate actions Email Alert, Field Update, Creating task, outbound messaging and time-dependent actions.
* Created custom pipeline report and other reports for different business users using tabular, summary and matrix reports and dashboards.

**Environment**: Saleforce.com platform, Apex Language, Triggers, Visualforce, SOQL, Change Set, Data Loader, Force.com, Work Flows-approval, Custom objects, Custom tabs, Email service, Html, Web service, Sharing Rules.