# Saqib Qamar *(Salesforce/iOS)*

Sr. Software Engineer/Release Manager

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##### Professional Summary

* Client-focused Software Professional with 7+ years of providing solutions to customers with hands-on IT/Software development, 4 years bachelor’s Degree (B. Tech) in Computer Science.
* Experience on Salesforce (CRM) and Mobile Application architecture.
* 5 years of experience on SFDC- Salesforce Certified - Platform Developer 1.
* Salesforce CRM – Customization, Configuration, Integration, Release Management, Deployment, Administration.
* Lightning Experience - Lightening Components, Custom managed Lightning Components, Flow, Process Builder, Java Script.
* Experience in Apex Programming, Apex Trigger, Batch Apex Jobs, Salesforce Classic, Visual force Pages HTML and CSS and converting/tagging and JavaScript. SFDC Integration, SOQL, SOSL, CPQ with SFDC best practices and Salesforce Governor Limits.
* Experience in Service Cloud and Marketing Cloud, Salesforce Standard Object – Account, Contact, Account Contact Relationship, Case, Asset, Activity, Work Order, Lead, Opportunity and their relationship and various other custom object to store the data.
* Experience in building different relationships between the objects like lookup and master detail relationships, created junction objects and established many to many relationships.
* Experience in SFDC Administrative tasks like creating Users, Roles, Profiles, Page Layouts, Email Services, Workflows, Custom objects, Approval Process, Workflow rules, Validation rules, Reports, Dashboard.
* Experience in lead, Case management system of Salesforce, Opportunity Management, web-to-lead, Web-to case, Email-to-case. Worked on building salesforce standard/custom report types, Reports and Dashboards across various objects for different business groups.
* Hands-on experience in using Salesforce Data Loader, Salesforce workbench, Salesforce inspector.
* Software Development Life Cycle (SDLC) including analysis, requirement, design, development, enhancements, testing, deployment and maintenance of applications.
* Experience in Release Management in Production, QA and development environments sandbox.
* Experience in CI/CD (Continuous Integration/ Continuous Deployment) with package.xml based deployment using ANT with version controlling on GitHub.
* Experience on Release management tools – Copado, Gearset, ANT, GitHub and Visual Studio Code, Eclipse IDE, Salesforce standard inbound and outbound Change Set and its connections.
* Involved in maintaining Product Backlog and Sprint Backlog, Sprint Planning, Story Estimation, Impact Analysis and to provide the solution.
* Responsible for code review and development logic for the team, responsible to approve the pull request and commits.
* Mobile Application development experience - XCode, Objective C, Swift, Interface building, Auto layouts, Fetching and storing Data, COCOA Touch Framework, Core Data framework, SQLite database, Push Notification, local notifications, various design pattern, JSON Parser (JSON), XML Parser for Web services (Rest/Soap) in iPhone/iPad development.
* Source Control Tools - GIT, SVN, VS Code, Eclipse IDE.
* Experience in Agile Model & Scrum Methodology, Atlassian – Jira, Microsoft Teams.

**PROFESSIONAL EXPERIENCE:**

**Waste Management. (INDIA)**

Sr. Software Engineer - Apr 2019 – Till Now.

**NetTechnocrats (P) Ltd, Noida. (INDIA)**

Sr. Software Engineer - Apr 2016 – March 2019.

HCL Infosystems MEA, Dubai – UAE

Software Engineer - Oct 2013 – Dec 2013.

**Wincere Solution (Indegane) (P) Ltd, Noida. (INDIA)**

Software Engineer - July 2012 – Oct 2013.

Sr. Software Engineer - Jan 2014 – Mar 2016.

Roles and Responsibilities

* Primary contact for the day to day IT service delivery for all clients assigned to me
* Responsible for Client and User interaction, gathering requirements, scope management activities, making specifications.
* Closely worked with the Business and solution architects to provide estimates and solutions related to development, deployment and release planning.
* Supporting team members in both Customization and Configuration and closely monitoring the delivery.
* Leading and Responsible for offshore Release management and support all the regional instances.
* Worked in couple of re-engineering projects, as a member of team involved in understanding Business Functionality of Existing System and preparing specification documentation, and knowledge transfer.
* Responsible from Offshore release.
* Involved in High- and Low-level designing phase, creation of test cases and documentation.
* Responsible for various functional and technical issues, impact analysis and just in time fixation.
* Responsible for the design and development of large and complex development projects.
* Work with team across multiple development sites.
* Always worked towards wellbeing of customer and make them happy in every possible way.
* Work with HR to create job postings, screen resumes, interview candidates, etc.

**Project #1 WM- SBS - Digital Innovation** (**Waste Management** **US**).

**Description –** Multiple type of cases based on the Customer requirement gets created from IVR, Genesys will do API and get the contact information. Case will be assigned to Agent via genesis routing. If ANI match does not return any matching contact/location information, Agent can search for the location and add that in the case. Agent can also select the Asset available for the location and add that during this process. The customer account information will automatically get populated from the location account.  Lightning Component has been created to achieve the location search page. Agent can search for the locations using exact or a combination of keywords. When ANI match returns exact location and contact details, agent will be directly taken to the case details page. Every case has the service due date. SLA will determine, what is the scheduled service date for the service of that case and initiate workorder. Every time a task gets created assign the task to the owner. Based on task approval and rejection status case update accordingly.

Creating Report and dashboard - Einstein Analytic Studio.

**Technologies Used:**  Salesforce Lightning platform and Lightning Experience on Service Cloud, CPQ. Salesforce.com platform, Force.com Sites, Apex and its best practice with maximum test coverage, Aura Lightning Component, HTML and java scripts. Release management – CI/CD with package.xml based deployment using ANT with version controlling on GitHub and other deployment tools Copado, Gearset. Data Loader, Validation Rules and Work flow rules – Outbound Message and Notifications, Business rules, Flow, Process Builder, Custom Objects, fields, record types, page layouts, Einstein Analytic Studio, Web Services and IVR**.** Custom Tabs, Email Services, Email to Case, Sandbox data loading, Lightning Platform Event, SOQL, SOSL, VS Code, Agile Scrum Methodology.

**Project #2 Hardy Oil & AMP, G - COMMERCIAL IT COE**

**Client**: Hardy Oil and Gas. (UK)

**Technologies Used:**  Salesforce Lightning platform and Lightning Experience on Service Cloud, Salesforce.com platform, Force.com Sites, Apex and its best practice with maximum test coverage, Data Loader, HTML, Validation Rules and Work flow rules – Outbound Message and Process Builder. Business rules, Flow, Approvals, Reports, Custom Objects, fields, record types, page layouts**.**

Custom Tabs, Email Services, Email to Case, Sandbox data loading, Lightning Platform Event, SOQL, SOSL, VS Code, Agile Scrum Methodology

**Project #3 ChemistsWorld - Find OTC & Prescribed Medicines**

**Technologies Used:**  Salesforce.com platform, Force.com Sites, Apex, Visualforce (Pages, Component,

Controllers), Pages, Data Loader, HTML, Workflow, Validation Rules and Work flow rules, Process Builder, Approvals, Reports, Dashboard, Custom Objects, Custom Tabs, Email Services, Email to case, Web to case, Sandbox data loading.

**Project #4 tx-designer**

**Clint: Rave Study USA.**

**Technologies Used: iOS (iPhone,iPad), Objective C, SQL Database, XCode, Cocoa Framework, JSON, Web Services (REST).**

**Project #5 TSIG TW-Mobile**

**Client - TSIG Consulting USA.**

**Technologies Used: iOS (iPhone,iPad), Objective c, SQL Database, XCode, Cocoa Framework, JSON.**

**Appstore Link** [**https://itunes.apple.com/app/tsig-twmobile/id1206184830?mt=8**](https://itunes.apple.com/app/tsig-twmobile/id1206184830?mt=8)

**Project #7 : Nuwabna**

**Client : Election Commssion of Jordan.**

**Technologies Used: iOS (iPhone,iPad), Objective c, SQL Database, XCode, Cocoa Framework, JSON, Web Services (REST).**

**Appstore Link** <https://itunes.apple.com/jo/app/nuwabna/id1129812195?mt=8>

**Project #8 : TMB Mobilty**

**Clint - Tunnel Mont Blanc France.**

**Technologies Used:**

 **iOS (iPhone,iPad), Objective c, SQL Database, XCode, Cocoa Framework, JSON, Web Services (REST).**

**Appstore Link -** [*https://itunes.apple.com/it/app/tmb-mobility/id1216628325?l=en&mt=8*](https://itunes.apple.com/it/app/tmb-mobility/id1216628325?l=en&mt=8)

**Project #10: DCAA (Dubai Civil Aviation Authority – Government of Dubai )**

Concern : **HCL Infosystems MEA, Dubai – UAE**

Client - **DubaiCivil Aviation Authority – Government of Dubai**

**Technologies Used: iOS (iPhone,iPad), Objective c, SQL Database, XCode, Cocoa Framework, JSON, Web Services (REST).**

Appstore Link - [*https://itunes.apple.com/us/app/dubai-civil-aviation-authority/id891608549?mt=8*](https://itunes.apple.com/us/app/dubai-civil-aviation-authority/id891608549?mt=8)

**EDUCATION:**

* B.Tech. Computer Science from U.P. Technical University, Lucknow (India).

**PERSONAL DETAILS:**

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I hereby declare that all the information mentioned above is true to the best of my knowledge.

Date:

Place: **(Saqib Qamar)**

 