**Majeed **

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**Professional Summary:**

* Around **8 years** of experience in information technology with **experience in all the phases of SDLC (Analysis, Design, Development, Administration, Testing, Implementation and Support) in various software Applications using Salesforce (CRM) and Mainframe.**
* Experienced with **retail, manufacturing, service, Finance, Banking, Airline and Insurance industries** business needs and blending them with the package-based solutions to meet all the variety of IT needs of each customer.
* Experience **with Salesforce.com CRM technology as an admin and developer**. Worked in various project environments like Customer Portal, E-commerce website, Healthcare.
* Hands on experience on Salesforce developer toolkit (force.com IDE), Triggers, Visual Force Pages, data migration and working knowledge of Apex classes, Controllers, SOQL & SOSL.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships**.
* Experienced in admin modifications like Creating **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts** and **Actions**, and **Approval Workflow**.
* Strong Salesforce development experience with **Apex Classes, Triggers, Controller Classes, Visualforce** pages and Integrating with external sources by developing **SOAP**, **RESTful** **Apex** Web Services for inbound calls to salesforce.
* Worked on customization of Sales **Cloud** schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming language**.
* Involved on creating Lightening Pages inside Lightning Community cloud Builder.
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
* Salesforce.com has many more companies using its CRM software than NetSuite has running its ERP software, therefore there's a much larger install base to sell into and ISVs want to maximize their investments.
* Experience in web technologies including HTML, XML, CSS, JavaScript and SOAP.
* Well versed with project development life cycle, System Business Process Analysis, Requirements Study, Fit-Gap Analysis and Post-implementation support.
* Field Service Lightning (FSL) is an extension of Service Cloud that provides a comprehensive view of workforce management.
* Velocity CPQ leverages powerful rules engines, is lightning fast and enables the flexible configuration of product and pricing rules.
* Experienced in requirement gathering and estimating the hours of work based on the requirement from the client and maintaining the quality documents for all the work done till the end of the cycle.
* Expertise in **data modeling, design and development of mainframe applications using COBOL, CICS, IMS, DB2, JCL, VSAM.**
* Expertise with **DB2 Stored Procedures Creation, Optimization and Maintenance.**
* Experience in working with client specific solutions like Salesforce.com Sandbox deployments, Force.com IDE, **Eclipse** IDE, **SOQL, SOSL** and various production environments.
* Proficient in **CMM Level 5 standards,** METHOD I, and quality aspects.
* Experience in Software Testing Projects, SQL Server.
* Installed Apps from **App Exchange**, **Configured** and maintained user **Security Permissions** in compliance with organizational needs.

**Technical Skills:**

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| **Salesforce Technologies** | Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, Apex Web Services, Apex Custom Controllers and Extension, Workflow Approvals, Dashboards, Custom Objects, Case Management Automation, Integration |
| **Salesforce Tools** | Eclipse, Force.com IDE, Explorer, Apex Data Loader, Force.com Platform (Sandbox and Production). |
| **Analytics Tools** | Tableau 8.2 |
| **Languages** | Apex, C, C++, Java |
| **Web Technologies** | Web Services, Java Script, XML, HTML, CSS |
| **Database** | SQL, Oracle 8i/9i/10g, SQL Server |
| **Operating Systems** | Windows NT / 2000 / XP Pro / Vista / 7, Windows Server 2000 / 2003 / 2008, Linux Red Hat/SUSE/Mint/ Ubuntu/ Free BSD, OS X |
| **Documentation Tools** | MS Office, MS Visio Pro, Adobe FrameMaker, Snag IT |
| **BIG DATA Ecosystems** | Hadoop, HDFS, MapReduce, HBase, PIG, HIVE, Zookeeper, Sqoop, Oozie, Hue, Flume, MongoDB, Mahout |
| **Marketing Cloud Tools** | Exact Target/Marketing Cloud, Marketing Cloud Admin, Marketing Cloud Integration, Activities, Journey Builder, Audience Builder, Email Campaign, HTML, Css, Reports, Email Services, Tracking, Sandbox data loading. |

**Education Details:**

**Completed Bachelors in 2008 from Osmania University.**

**Professional Experience:**

**Waste management Topeka, KS Nov ’2019 to till date**

**Sr. Salesforce developer**

**Responsibilities:**

* Preparing a Technical Specification Document with the functional requirements and functional use cases explaining the solution with step by step process flow to address the business requirement.
* Analyzing the existing code and adding new methodology to the existing code without any impacts.
* Implementation of **Lightning components** using **the Lightning Design System (LDS)** in Aura Framework and
* Maintenance of installed **Managed Packages** in lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Velocity CPQ is an end-to-end implementation of automated processes for complex orders providing customers with their services quicker and more accurately whilst increasing sales agent productivity.
* Comfortable building and demonstrating Salesforce CPQ prototypes in Salesforce.
* Create/Implement next generation tools for build, QA, release monitoring, focusing on developer productivity, release velocity and product quality
* Visualforce Pages for lightning experience, Alternates for **Java Script** Codes, Sharing **Visualforce pages** between Classic and lightning.
* Worked on Apttus CPQ configuration and integration
* Designed and implemented a user-friendly Customer Community cloud used to check many features.
* 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.
* I configured product and pricing setup using CPQ/Product consoles which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing and asset pricing.
* Built customized lightning components replacing the existing ones using JavaScript on the client side and APEX on the server side.
* Working on **Apex classes, Apex Triggers and Batch class to develop custom logic** on objects.
* Implement **dependent picklists, lookups, junction objects, master detail relationships, workflows, validation rules** and **formula fields** to the standard and custom objects.
* Written SOQL queries against **force.com API**.
* Worked on Salesforce.com Chatter in connecting to the business process, taking actions from within the community cloud, monitoring the feeds and answering the questions on any subject.
* Built base framework, common critical reusable classes for dependent modules and Code development for Report module. As well as understood the business process and developed presentation layer components, using Velocity, HTML and JavaScript and prepared test cases for modules.
* Created several workflows and approval processes needed in different stages of actual quote processing.
* Perform system design and specification development, program logic and flow-charting, unit/functional testing, debugging, and documentation.
* Worked on SFDC standard Objects like **Accounts, Contacts, Cases, Leads,** and **Campaigns** etc.
* Provided Agile effort estimates according to business requirement.
* Agile Development Methodology was followed for the implementation.

**Environment:** Saleforce.com platform, Lightning Components, Lightning Web Components, Visual Force (Pages, Component, Controllers), Apex Language, DML statements, SOQL, SOSL, Data Loader, HTML, Workflow, Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, CPQ, Triggers, Workflows Rules, Validation Rules.

**Responsibilities:**

**Huntington bank Avon, IN July ’18-Oct ’19**

**Sr. Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce CRM implementation**.**
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Strong understanding of **Salesforce** **CPQ capabilities**, limitations, and can clearly communicate those to customers.
* Experience in working with Sales Cloud and Service Cloud
* Created **Custom objects, custom fields, Picklist, role based page layouts, Workflow Alerts** and **Actions**, and **Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions** to various formats, design of **Visualforce Pages, Snapshots, Dashboards**, and **Email generation** according to application requirements.
* Salesforce.com really markets itself as a "best of breed" player in the CRM and Marketing Automation space. Whereas NetSuite is very much a "Suite" play providing solid functionality across multiple software segments...Financials, CRM, Supply Chain, HCM, Ecommerce and more.
* Worked with various Salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.**
* Worked with **Angular-Js** during the time of development environment.
* Expertise working on **Visualforce pages**, **HTML**, **CSS**, **Java script** and **jQuery**.
* Worked on **Apttus CPQ** (Configure Price Quote) tool, shopping cart.
* Worked on the different requirements from user on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Involved in Developing Lightning pages using Aura, implemented lightning Controllers, Components using **Lightning Design system (LDS)** for Lightning Community builder.
* Developed a Human Resources **Service Cloud** and customer **community**.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Good knowledge and experience in Sales cloud, Service cloud, Marketing cloud and Analytics cloud
* Comfortable building and demonstrating Salesforce CPQ prototypes in Salesforce
* Developed various **Custom Objects, Tabs, Components** and **Visualforce Pages**.
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Developed **Custom Objects, Custom Reports** and configured the **Analytic Snapshots** to dump the data on regular basis for the sales performance and lead generation statistics.
* Designed and developed user interfaces using **JSP, HTML and CSS**.
* Developed Lightning Components, Lightning apps using **Lightning Design System (LDS)** to provide more interactive interfaces to end users.
* Delivering implementations on the Salesforce Commerce Cloud (SFCC) platform for major worldwide brands
* Maintained **user roles, security, profiles**, and **workflow rules** wherever necessary.
* Working experiences on **Salesforce.com intranet** sites and **Salesforce external sharing**.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Built a custom app with **Lightning** experience for sales to monitor their performance close details.
* Used **Angular JS** as the development framework to build a webpage
* Build a salesforce1 lightning app for different business groups in the organization and used sales force lightning designed systems style.
* Have built custom user interfaces using **Lightning components** and used Lightning Components to create stand-alone applications that are hosted on Salesforce.

**Environment:** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightning design system (LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP. Apttus CPQ

**Nielsen Holdings, New York Nov ‘16 – June 18**

**Sr. Salesforce /CPQ Developer**

**Responsibilities:**

* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Worked on **Apttus CPQ** configuration and integration.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.
* Worked on **Apex classes**, **Visualforce Pages**, **Controller classes** and **Apex Triggers** for various functional needs in the application.
* Implemented SFDC Integration using **REST/SOAP** Web Service API'S for extracting the data from external systems.
* Creating custom dashboards using JQuery graphs by consuming JSON data.
* Working on Jira Agile tool for migration projects from SAP to Salesforce.com.
* Good knowledge and experience in Sales cloud, Service cloud, Marketing cloud and Analytics cloud
* I configured product and pricing setup using **CPQ/Product** consoles which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing and asset pricing.
* Migrated 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 for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Worked with Business on Design and Implementation of Product catalog and product attributes to expose on **CPQ application**.
* The Field Service Lightning App has the standard reports tab built-in where reports can be created just like in Sales Cloud.
* Strong Salesforce development experience in salesforce Lighting, App Builder, with Apex Classes, Apex triggers, Batch Apex, Schedule Classes and lightning
* Used field service along with page layouts to manage access to certain fields.
* Built unique Lightning pages as per business needs with the Lightning Community Builder.
* Worked on Lightning Process builder flows, **Connect API, Chatter** and quick Action.
* Worked on Salesforce Wave analytics for optimizing the mobile access and data visualization.
* Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
* Used **SOQL** and **SOSL** for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Worked with various salesforce.com objects Account, Contact, Leads, Opportunity, Cases, Order standard objects.
* Good with Configure Price Quote (**APTTUS- CPQ**) Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process.
* Worked on developing code and configuration requirements for the CPQ tool in Salesforce
* Integrating on premise **Mainframe Case**, CPQ and reporting systems with Salesforce **REST APIs**.
* 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.
* Used Force.com IDE for development of Visual Force Pages, **Apex classes**, Triggers and debugging and analyzing logs.
* Performed Apex Callouts from salesforce to the same external system to get tracking information of an order.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform
* Hands on experience on Apttus CPQ Price rule sets, Category Hierarchy, Search Filters (CPQ), Config settings and CPQ jobs.
* Deployed application from Sandbox to Production environments using Change Set, **Eclipse** and Force.com **Migration tool**.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and **Apttus CPQ**.

**Environment:** salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Email Services, Apttus CPQ, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL.

**Citi Group Jersey City, NJ Apr ’15 – Nov ‘16**

**Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Reports, Dashboards, Events** and **Tasks**.
* **Agile Development Methodology** was followed for the implementation
* Developed various **Apex classes**, **Controller classes**and **Apex Triggers**for various functional needs in the application.
* Agile Development Methodology was followed for the implementation
* Experience with the integrating SFDC and AppExchange partners such as **MARKETO, CPQ/APPTUS**.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
* Created various **Profiles, Roles and Page Layouts and** configured the permissions based on the organization hierarchy requirements.
* Designed and deployed **Custom tab**s, **validation rules, Approval Processes**an**d Auto-Response**for automating business logic.
* Developed Cascading Style Sheets**(CSS)**for creating effects in **Visual force pages.**
* Performed Webservice Callout using the **RESTful** services with the third-party application Broadbean API.
* Created **Workflow rules**and defined related **tasks, email alerts,**and **field updates.**
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects**.**
* Extensive experience on **S controls**, **Visualforce pages** and **Page layouts** according to the Business requirements
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like Visualforce, force.com API, and web services.
* Created email templates and inbound emails using **Visual Force** for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled **Chatter** for the Organization and to effectively communicate with the users in the Organization.
* Implementation of **Data Loader** for loading the data.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Merging of Salesforce instances
* Developed business documents for Salesforce.com **Custom objects**.
* Developed several **Custom Reports**& **Dashboards**to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Expert in Salesforce Sales and Service cloud implementation.
* Provided the **training**to Business users about the system.

**Environment:** Sales Cloud, Service Cloud, Data loader and Data management, Workflow rules and 9Approval processes, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules.

**INTELENET GLOBAL SERVICES, INDIA Nov ‘13 – Feb ‘15**

**Salesforce Admin**

**Responsibilities:**

* Support daily operations of user systems including maintaining users, profiles, Roles, security.
* Involved in all phases of **Software Development Life Cycle** (SDLC) starting from Requirements Gathering and Design.
* Creation or customization of custom or standard objects which include **Leads, Accounts**, **Contacts**, **Opportunities**, **Products** and **Cases**.
* Involved in activities related to Saleforce.com setup, Configuration, Customization, Administration, Development, Data Migration and deployment of application to force.com platform.
* Worked on **Visualforce** Language to develop Visualforce pages, overriding buttons, links and tabs, custom components, templates, integrating email etc.
* Created several **workflows** by defining rules, approval processes and related actions, which include creating related and time triggered tasks, email alerts, filed updates to automate the business process.
* Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements.
* Worked on the **Eclipse IDE** with **Force.com** plug-in environment for writing Business logic in Apex Programming Language, testing and deploying.
* Administrator for different salesforce.com CRM application for **sales cloud** and **service cloud**.
* Developed and deployed workflows for **opportunities** and **products management**.
* Developed **Unit test class for Apex class** and worked for improving code coverage.
* Used **SOQL**&**SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom Dashboards for manager’s homepage and gave access to **dashboard** for authorized people for individual divisions.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using **Eclipse.**
* Supported end users with solutions and issues they face with any functionality.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in Windows 7.

**Webner Solutions Private Limited, India Jun’12 – Oct ‘13**

**Java Developer**

**Responsibilities:**

* Played an active role in the team by interacting with welfare business analyst/program specialists and converted business requirements into system requirements.
* Developed analysis level documentation such as Use Case, Business Domain Model, Activity & Sequence and Class Diagrams.
* Conducted Design reviews and Technical reviews with other project statehood Implemented Services using Core Java.
* Developed and deployed **UI layer** logics of sites using JSP.
* Struts (MVC) is used for implementation of business model logic.
* Worked with Struts **MVC objects** like Action **Servlets, Controllers**, and **Validators**, Web Application Context, Handler Mapping, Message Resource Bundles and JNDI for look-up for **J2EE components**.
* Developed dynamic JSP pages with Struts.
* Used built-in/custom Interceptors and Validators of Struts.
* Developed the **XML data** object to generate the **PDF documents** and other reports.
* Used Hibernate, **DAO, and JDBC** for data retrieval and medications from database.
* Developed JUnit Test cases for Unit Test cases and as well as System and User test scenarios
* Involved in Unit Testing, User Acceptance Testing and Bug Fixing.
* Implemented mid-tier business services to integrate UI requests to DAO layer commands.
* Involved in development of **CRM modules**
* Analysing Functional and Business Requirements.
* Involved in functionality implementation in Help Desk module.
* Used AJAX for loading the fields dynamically in the Help Desk module.
* Developed various **Java Bean classes**, **DAO classes** and Java Bean helper classes.
* Implemented Java scripts for handling front-end validations.
* Developed **GUI** using **JSPs** and **HTMLs.**
* Created Views, Procedures and Triggers by using **PL/SQL.**
* Bug fixing and maintenance of the product.
* Unit Testing the Modules.

**Environment:** Java, Eclipse, HTML, PL/SQL, JavaScript, HTML 4.x, CSS2.x, JavaScript, JQUERY, AJAX, JSON, XML, Eclipse, Sub Version.