

# MAHMOOD MOHAMMED SALESFORCE CERTIFIED CONSULTANT

Email: sfmahmood4@gmail.com | Contact: 202-713-9190

LinkedIn: <https://www.linkedin.com/in/mahmood-mohammed-4061951aa/>

**Professional Summary**

* **About 7 years of experience** as an IT professional **Certified Salesforce.com Platform Developer** and excellent experience as **Salesforce Admin** as well.
* Extensive experience with the Salesforce.com. **Development life cycle application design patterns**, **integration patterns** and **deployment planning**.
* Experience working in **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**.
* In-depth experience in **CRM business** processes like **Forecasting**, **Campaign Management**, **Lead Management**, **Pipeline Management**, **Order Management**, **Account Management**, and **Case Management**.
* Experienced working with various **App exchange** products or **CPQ** products like Salesforce

# CPQ(formerly SteelBrick CPQ), IBM sterling CPQ, APPTUS CPQ, CongaComposer and DocuSign.

* Worked on various **Salesforce/Veeva integrations with SAP, Oracle** and other third-party systems to support Order Management module.
* Experience in Analyzing, designing, configuring and maintaining Salesforce **CPQ** solutions.
* Experience integrating **Pardot** into **Salesforce** for improving web lead information by configuring **Pardot**.
* Experience transitioning from **Salesforce Classic to Salesforce Lightning** experience.
* Experience in **Lightning framework**, **Aura frameworks,** **Lightning Web Components** (LWC).
* Experience into **Health care** domain with **providers/payers** exp.
* Working experience on [**Continuous Integration** Using **CircleCI,**](https://developer.salesforce.com/docs/atlas.en-us.sfdx_dev.meta/sfdx_dev/sfdx_dev_ci_circle.htm) **Jenkins ,** [**Travis CI,**](https://developer.salesforce.com/docs/atlas.en-us.sfdx_dev.meta/sfdx_dev/sfdx_dev_ci_travis.htm) **Git, Ant etc**
* Experience in configuration of **CI/CD tools** and installed and configured **Jenkins** for **Automating Deployments** and providing a complete **automation solution.**
* Experience of **Migration** & **deployment** of Applications with upgrade version of Applications.
* Configured **SonarQube code** quality tool and integrated it with **Jenkins**.
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Created journeys and implemented marketing campaigns using **Marketing cloud** tools like **Journey Builder, Email Studio** and **Automation Studio**. Developed and deployed A/B testing strategies to roll out the control version to be used in the final email campaign.
* Configure **salesforce** and **marketing cloud integration** user along with configuration in salesforce.
* Used **Email to case**, **Web to Case** features and created a community where the customers can create, update and manage their cases.
* Implement **CPQ** Advanced Approval for multi-level approval process with dynamic routing.
* **Designing**, **implementing, testing,** and **deploying** solutions for employees and clients throughout

# Service Cloud.

* Created custom **Landing pages** and **Approval pages**. Worked on **Automation studios** and also created **related Activities**, tracking to track the **email clicks**, **AMP scripts** while creating the **Email templates** and **Lead creating process** in Salesforce from landing pages.
* Worked with **Pardot** Functionality, **Pardot A/B Testing**, **Auto responder** emails and **Pardot Email Rendering**.
* Proficient in dealing with functionalities related to **sales cloud** & **service cloud, Marketing cloud, Community Cloud, Commerce cloud, Custom Cloud and Analytics Cloud**.
* Experience with **SFDC** Service console, customer portal, case management, knowledge base, customer communities and service account management.
* Good insight knowledge in to the **Health** and **Financial Domain.**
* Implemented Quote-to-Cash solution using **APTTUS CPQ.** Good understanding of the **APTTUS CPQ**, **APTTUS CLM** data model and functionality.
* Created customized **UI** as per the client and application requirements using **Visualforce**.
* Configured and managed **CTI** (**Computer Telephony Integration)** via an app exchange package.
* Review/Adjust/Write **Apex** and **Visual Force** page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
* Expertise in creating different **email templates** and inbound emails using **Visualforce** for the clients and customers.
* Competent in analyzing and creating narrative **Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram** using **UML Tools** like **MS Visio.**
* Experience in data migration from different resource using **Data Loader, Data Import Wizard, SFDC Data Export.**

# Expertise in Apex to implement the complex business logic within Governor Limits. Collaborates and communicates with other business analyst, technology and partners.

* Experience in using **Force.com Web services API** for **implementing web services** in the application for access to data from different users using **REST and SOAP.**
* Understanding and writing users stories for **implementing of visual forces, SOSL, SOQL, WSDL**, **partner WSDL and enterprise WSDL, visual force** (**page, component and controllers**) and custom user interfaces using **HTML.**
* Experience in Creating **page layouts, search layouts** to organize **fields, custom links, related lists** and other components on a record detail.
* Working with different aspects of Web Services (**XML**, **WSDL**, **SOAP**, **REST**).
* Exposure to **Apptus** and **SteelBrick**, developed POC’s in **Apptus CPQ** and steelBrick **CPQ**.
* Having knowledge on **Apttus products like CPQ, CLM, X-Author and Apttus Approvals.**
* Experience with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with **Steel Brick CPQ**.
* Worked on **Salesforce.com** based development enhancements and implemented lightning applications from the scratch. Setting up **Service Cloud** Console, **Cases** (Web to case, Email to case), Solutions, Case Assignment and **CTI** Integration.
* Expertise in **Lightning app builder** (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Developed **Lightning Component Framework** and also built **Lightning component** using **aura framework**. Experienced in **creating and execute Unit and Integration tests.**
* Great exposure to key areas of **Enterprise architecture, including Integration technologies, single sign on, and master data management.**
* Good understanding of key **Salesforce architectural concepts** (e.g. **API and governor limits, security models and techniques**) and how they influence design.
* Solid technical and functional knowledge of **Salesforce Platform, APEX, Visualforce, Declarative tools, Interfaces.**
* Experienced in **Salesforce.com** Live Agent Console setup in **Service Cloud** and **Marketing Cloud.**
* Knowledge on **Salesforce Lightning Process Builder**, **Lightning UI**, **app builder** and creating **Visual Workflows**, salesforce support **communities** and **Chatter** groups.
* Very good experience of using **Data loader** and cleansing and **de-duplicating Bulk loads**.
* Built reusable **UI components** with **lightning component framework**.
* Strong experience with source control tools **Git**, **Bit bucket**, **Source tree**, built salesforce code from the repository.
* Knowledge of product development lifecycle **(SDLC)** and **DevOps** kits like **GIT, Jenkins, JIRA,** Confluence, etc. A thorough understanding of Salesforce Deployment Process and tools like **ANT, Change Sets, and Force.com IDE.**
* Created test scenarios on **Sandbox** and **production environment** and migrated code to deployment upon successful testing.
* Good knowledge of **Black Box testing**, **Smoke testing**, **Usability testing**, **End-to-End testing**, **System testing**, **Regression testing** and **User Acceptance testing (UAT)**.
* Good Knowledge about **healthcare** use cases and act as a liason with the Salesforce, data and integration teams supporting the project.
* Experience in **designing Sales Cloud, Marketing Cloud, Service Cloud, Data loader, and Partner Communities.** Knowledge to work on Salesforce **Wave Analytics** product.
* Experienced in **Object Oriented Analysis** and **Design** and **Object-Oriented Programming** and Design Patterns under **MVC** (**Model View Controller**) **Architecture**.
* **Excellent communication** and **inter- personal skills**, accustomed to work in both large and small team environments. A team player with **strong ethic,** a **positive attitude** and ability to make the best use of individual resources.
* Capable of rapidly **learning new technologies** and processes, and successfully applying them to projects and operations.

# Technical Skills:

|  |  |
| --- | --- |
| **Salesforce.com:** | Apex Classes, Apex Triggers, SOQL, SOSL, Visualforce Pages, Lightning pages (Pages, Component & Controllers),Components, ETLS-Controls, Apex Web Services (SOAP and REST),Veeva,Validation Rules, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, CustomObjects.Sandbox development and Testing. |
| **Tools:** | Apex Data loader, GitHub, Web services APIs like SOAP, Eclipse IDE Plug-in,Force.com Explorer, HP Quality Center, JIRA. |
| **SFDC Tools:** | Force.com IDE, Force.com Explorer, Data Loader, Informatica Cloud Connector, Outlook connector, Excel Connector, Workbench. |
| **Build Tools/CI Tools** | ANT, MAVEN, Jenkins, Teamcity. |
| **Salesforce API Tools:** | Eclipse, Apex Explorer, Offline Edition, App Exchange, Data Loader. |
| **Web Technologies:** | Web Services, XML, HTML, XHTML, CSS Dreamweaver, Java Script, AJAX,PHP, Servlet, Bootstrap, JQuery, Angular 2,4&6, ReactJS, NodeJS, OOD, Web Logic, Apache Tomcat |
| **Web services** | SOAP, Cast Iron, WSDL, XML, JSON, REST. |
| **Databases:** | Oracle, MS Access, Microsoft SQL Server, SQL & PL/SQL. |
| **Operating Systems:** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008 , Macintosh, Linux, Unix. |
| **Languages:** | C, C++, C#,JAVA, Apex, SQL, PL/SQL, |
| **IDE:** | Eclipse, Net Beans, Visual Studio |

**CERTIFICATIONS:**

Salesforce Certified Platform Developer I CREDENTAIL ID  21462452

Salesforce Certified Platform App Builder CREDENTAIL ID  21460059

# Professional Experience:

**PRA Health – Raleigh, North Carolina June 2019 - Till date Sr. Salesforce Developer**

**Responsibilities:**

* Interacted with Various business user groups for **gathering the requirements** for **Salesforce implementation** and documented the Business and **Software Requirements**.
* Worked on advanced **APEX/Visualforce** development, including high volume **data processing**, **managed packages**, **community portals**, **SSO**, **Canvas** applications and **metadata API**.
* Designed and developed SFA based Application on **Force.com** Platform in **Salesforce.com** environment with **Apex programming** language at backend and **Visual Force** pages as user interface.
* Involved in implementation and Design of Cases and Issue with **Order Management** and **Product Return module**. Implemented **Wave Analytics**, **created datasets, dashboards** and apps for **Opportunity, Accounts and Cases**.
* Involved in creating and customizing **Email template** and configuring them to the **email alert** within the **workflow rule** for a **standard/custom object**.
* Design and Develop customer solutions in **Visualforc**e, **Apex, CSS, JavaScript** and other technologies. Developed, Tested and deployed Custom fields/objects, **Forms**, **Workflows**, Interfaces, Records, and user roles to meet business requirements.
* Worked with Third parties in **Creating API’s** for them to perform actions on cases that are in SFDC using **RESTFUL Web Services**.
* Worked on for 360-degree **customer views**, customer **history feed,** and complete policy information in simple, **card-based formats,** driving new business and renewals, **and tracking producer credentials.**
* Implemented **reusable templates** with comprising **SLDS styling**.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder**

and **Lightning Component features**. Upgraded some Apps from **Salesforce Classic to Lightning**.

* Experience to develop rich user interface and better interaction of pages.
* Enabled **Aura Framework** and added **Aura Attributes/Handlers for Events /** Logic & Interactions.
* Experience In configuring **workflows**, **Lightning pages,** **process builders** and **lightning flows.**
* Familiar with Salesforce latest product launches including **Wave Analytics**.
* Developed wave **dashboards** using Salesforce platform as the backend.
* Developed different **Visual Force** Pages to suit to the needs of the application using different **Visual force components**.
* Contributed towards **HLD** and **LLD** phase and design documents preparation by integrating different modules.
* Creating **SFDC reports** (functional and technical documents).
* Working on configuration of specific **health cloud**-related functionality within a **Health Cloud**

Implementation.

* Worked with **Electronic health records** HL7 (Health Level Seven) is a standard for exchanging

**Electronic health records** (EHR)

* Worked on **Health Cloud Empower** Components in other applications to create a patient or member community.
* Create **profiles**, roles and configure permissions according to **organizational hierarchy** requirement.
* Used **Organization security, Network security** to ensure user could login only through office servers and Session security to ensure users have access only in their working hours.
* Created **Workflows** for automated **lead routing and lead escalation**.
* Developed **Apex classes** and **Triggers** and linked them to manage the **workflows**.
* Experience in configuring price quote(**CPQ)** with steel brick.
* Implemented **Email-to-Case**, **Web-to-Case** entry and manual case entry for entering customer’s cases in Cases Tab.
* Used **SOQL** and **SOSL** for **Data manipulation** needs of the application using platform **Database Objects**.
* Integrated **Salesforce.com** with external systems like **Oracle** and **SAP** using **SOAP API** and **REST API**.
* Integrated applications with **salesforce.com** using **SOAP web services API.**
* Used **Informatica Power Exchange** for integrating the **SFDC** with **legacy system.**
* Involved in **migrating data** into Salesforce application using **Apex Data Loader** through **CSV files. Installed** and **Configured Apex Data Loader**.
* **Developed lightning components** and **Lightning apps** to provide better and more interactive interfaces to end users, which help in **sales** enhancements.
* Deployed **Apex** using **Force.com IDE, Force.com Migration tool** and **Web services API.**
* Developed Visual Force pages which rendered based on salesforce1 app.
* Developed custom **UI** suing **CSS, HTML, Visualforce components** and used **JQuery, JavaScript for front-end validation**.
* Designed **salesforce service cloud** console to enhance productivity with **dashboard** like interface.
* Planned community rollout **framework** as four steps - cyclic process (Establish, Manage, Engage and measure). Responsible for writing **SOQL and SOSL queries**.
* Deployed Change Sets from **Sandbox to production**.
* Used **Sandbox for testing**. created, managed packages and migrated them between Sandboxes and Production environments for final implementation
* Performed **Unit**, **Integration, Regression** and **User Acceptance Testing**.

**Environment**: Salesforce.com IDE, Sales Cloud, Service Cloud, Community cloud, Deployments, SOAP, SOQL and SOSL, Lightning components, Visual force, APEX Classes, APEX Triggers, Data Loader, Workflow & Approvals, Reports, and Dashboards. JavaScript, Custom Objects, Custom Tabs, Email Services, Security Controls, CSS, HTML, JSP, JQuery, Data loader,, AppExchange apps, REST API. data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Health cloud, Migration Tool, CPQ, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

# Deutsche Bank - Parsippany, NJ Aug 2017 - Mar 2019

**Sr. Salesforce Developer :**

**Responsibilities:**

* Responsible for **requirements gathering** from business users and prepare technical requirement specification document Implemented **Agile Methodologies** in **developing SDLC.**
* Created **Lightning Components**, added **CSS** and Design Parameters which improves performance.
* Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for **Apttus CPQ** package.
* Developed Lightning apps using **Lightning Components** and made them compatible with **salesforce1 mobile app**.
* Software Development Tools, Methodologies & Environments: **Rapid Application Design (RAD), Toad for Oracle SQL, PL/SQL., Stored Procedures, Serena Dimensions, Git Hub, Business Objects, Captiva, Documentum, Docusign, Rightfax, Exstream, Jenkins, Salesforce.**
* Worked On **Standard Objects** as well as. Created **Custom objects**, formula fields and design validation rules page layouts, workflow rules.
* Created many **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different **standard and custom objects** in lightning experience.
* Developed **Apex Classes** & **Triggers** to implement the business logic as per the requirements and upgraded from **Salesforce Classic to Lightning**.

# Developed various Custom Objects, Formula Fields, Master detail, Lookup relationships, Tabs and validation rules.

* Developed **SOQL and SOSL queries** to get data from different related objects and Used **Force.com**

Explorer for **SOQL testing**.

* Created and modified templates using **Apptus CPQ & Author CLM**. Modified profiles and permission set access as per **requirement.**
* Integrated **Pardot** with **Salesforce** and used **Pardot marketing automation** to gain new referrals.
* Implemented **Pardot** B2B **Marketing Automation** platform for lead generation/nurturing.
* Integrated with Salesforce by using **Marketing cloud** connector (V5).
* **Integrated Apttus CPQ** system with **Salesforce CRM.**
* Provide training and coaching in the use of **CPQ CRM systems**. Identify training and development gaps and create plans to address.
* Created **Apex methods** for the **lightning controller** and helper methods to perform **DML operations** on the case records.
* Used **Angular JS** as the development framework to build web-pages.
* Worked extensively on **SOAP and REST API web service calls**.
* Worked with External objects in Salesforce a feature introduced with **lightning component.**
* Developed **Analytics Cloud data** using SAQL via **Wave analytics** to build own app to access and analyze analytic cloud data.
* Worked on different CRM platforms like **Veeva, ServiceMax** and closely with business partners to realize the full implementation capabilities into **Salesforce CRM.**
* Managing the end-to-end technical delivery for multiple **Salesforce, Veeva,** and **Siebel** and custom applications.
* Worked on **Veeva** including System Configuration, to make business processes social, to collaborate in real-time from anywhere, with Chatter.
* Extensively worked on IWA (**Intelligent Workflow Approval process**) and Advanced approval process in **Apttus CPQ**.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Managed **Apttus application**, releases, and future upgrades
* Created and customized Record types, page layouts, list views **managed Role hierarchies and Profiles**.
* Developed **Conga Composer Reports, Queries, Templates** and more.
* Developed **Reports, Dashboards** and Processes to **continuously** monitor data quality and **integrity**.
* Used the **sandbox for testing** and migrated the code to the **Production environment** after **testing.**
* Configured **Chatter** for the users in the company for **collaboration.**
* Used **Data Loader** for insert, update, and bulk import or export of data from **Salesforce.com objects.**
* Organized Daily **Scrum meetings** with all the team members to check whether we are in same page.
* Provided training to the internal business users to use the application and develop their own custom Reports.

**Environment**: Salesforce.com Platform, Lightning, Apttus CPQ, Apex Language,Veeva,Visual Force (Pages, Component & Controllers), Pardot, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Reports, Email Services, Service cloud, Marketing cloud, Sharing rules, Security Controls, Eclipse IDE Plug-in.

# TMG Health - Jessup, PA Sep 2015 - July 2017

**Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with Business users for analysis, requirements gathering and development. And Performed detailed analysis of technical and business requirements.
* Worked with **Data Loader** for loading the attachments into **Salesforce.com**, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Developed **Workflow Rules**, Time-Dependent **Workflow Actions**, **Email Alerts** and Field Updates.
* Developed **Analytics Cloud data using SAQL** via **Wave analytics** to build own app to access and analyze analytic cloud data.
* Created **lookup** and **master-detail relationships** on the objects and created **junction objects** and various advanced fields like **Pick-list**, **Field Dependencies**, **Custom Formula**, **Approval Process**, **Sharing rules** for **automated alerts**, **field updates** and **Email generation**.
* Implemented **Security** and **Sharing rules** at **Object Field** and **Record levels** for different users in the organization.
* Worked on **Sales Cloud** and **Service Cloud** to process business logic in the organization.
* Increased leads & sales with **Pardot** email drip programs.
* Administrator for two instances of Salesforce with **Pardot** and **DocuSign** add-ons. Provide Release Management support for processing config and custom code changes.
* Created profiles, roles and **sharing rules**, **page layouts**, **Email services, Custom objects**, Relationships.
* Worked on the **Service Cloud** especially on **Email to Case**, **Case Management**, and Knowledge Articles, Queues, Escalation rules, Case teams, developed complex mappings and mapplets in Informatica to load the data using different transformations.
* Created the configuration **workbook** and development **checklist** and updated the same based on subsequent releases based on the organizational needs.
* Worked on building and **embed Lightning Components** in **Visualforce** Page by using new Lightning Out feature by event-driven programming, where I write handlers that respond to interface events as they occur. The events have been triggered by user interaction.
* Worked with various **Sales Cloud** modules in **salesforce.com** standard objects **like Accounts, Contacts, Leads, Opportunities, and Campaigns** etc.
* Created **custom Dashboards** for manager’s home page and gave accessibility to **dashboards** for authorized people.
* Performed new release evaluations **Service Console, Lightning Service console** etc.,
* Worked closely with **sales team** and reviewed the **existing environment, gathered the requirements**

for new Salesforce implementation and **documented the business** and **functional requirements**.

* Created test scenarios on **Sandbox environment** and used **Force.com** Component Deployment Wizard for migrating data between **Force.com IDE** and **Sandbox environment.**
* Implemented pick lists, dependent pick lists, lookups, master detail relationship, validation and formula fields to the custom objects.
* Developed **lightning** experience using custom and standard **lightning components**, Styling using **CSS.**
* Used SOQL and SOSL queries with **APEX**.
* **Lightning** experience **migration** included **Building** and **Customization** of lite App and rollout.
* Designed and developed Renewal Pricing, Ordering, Promotional discounts by using **Apttus** advanced pricing methodologies.
* Worked on **Sales Cloud Global Deployment.**
* Customized the **Dashboards** to the track usage for productivity and performance of their sales terms.
* Created a **.Net** custom handler to insert customer data in **Marketing Cloud** by using **SOAP API.**
* Provided post implementation support to assist end users in creating reports, **dashboards** and certain Administration tasks including creating and maintaining user profiles and privileges.
* Designed and Developed **Lightning Community** Website for Marketing using Lightning community builder, **Lightning Components, SLDS, Lightning Events, HTML5, CSS, Lightning Controllers, Apex**.
* Coordinated work assignments with Developers and Administrators throughout the **product development life cycle.**
* Created various reports (summary, matrix, tabular, pie charts, dashboards and graphics) and configured various reports and for different user profiles based on the need in the organization.
* Configured security settings by working on Organization Wide Defaults, Role Hierarchies, Sharing Rules and manual sharing to implement Record-based sharing.
* Integration of **Sales Cloud** with external information systems using **SOAP API web services.**
* Automated sharing rules whenever there is a new change in **Sales teams** instead of using an **Apex trigger.**
* Created custom links using **HTML S-control**. Used **HTML** to maintain uniformity in **Web pages.**
* Tracked the status of requirements throughout the project life cycle, and redefining them as necessary communicating changes, enhancements and modifications to project managers, sponsors and other stakeholders.

**Environment**: Salesforce.com, Customer Portal, Sales Cloud, Service Cloud, Apex Language, Visual Force (Pages, Component & Controllers), Triggers, SOQL, SOSL, Steel brick CPQ, Workflow Approvals, CSS Style sheets, Custom Objects, HTML, Java,WSDL, Security Controls, Page Layouts, Sandbox data loading, Apex Data Loader Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

#  Horizon Core Infosoft, India May 2013 - July 2015

**Salesforce Admin/Developer**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of **Salesforce.com Administrator** and

**Developer** in the organization.

* Worked on various **Salesforce.com** Standard Objects including **Accounts, Contacts, Reports, Dashboards,** Events and Tasks.
* Developed various **Apex classes, Controller classes and Apex Triggers** for various functional needs in the application.

# Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.

* Created various **Profiles, Roles, Page Layout** sand Configured the permissions based on the **organization hierarchy requirements**.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response** for automating business logic.
* Developed **Cascading Style Sheets (CSS)** for creating effects in **Visual force pages**.
* Created **Workflow rules** and defined related work flow actions like task creation, sending **email alerts**

and field updates.

* Enabled **Chatter** for the Organization and to effectively communicate with the users in the Organization.

**Environment** : Salesforce.com, Apex Language, VisualForce (Pages, Component &Controllers), Custom Objects, Page Layouts, Force.com IDE, Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows07.

# EDUCATION

Bachelors in Electronics and Communications Engineering - Osmania University.

\*\*Thank You\*\*