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**Shazeb Mubeen Mohammed**

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**Salesforce Consultant**

Over 9+ years of IT experience and Certified Salesforce.com Platform Developer & admin with experience of 5+ years in Development and excellent experience as Sales force Admin as well. Exclusively working on Salesforce Developer & Administration with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object oriented enterprise applications. Experience with SDLC process in agile methodology. Strong implementation and rollout experience with salesforce.com CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform. Involved in activities related to Saleforce.com setup, Configuration, customization, Administration, Development, Data Migration, and deployment of application to force.com platform with Apex Language and Lightning.

Deep cover in minor and major upgrades of CRM and Salesforce eco system.

**Areas of expertise include:**

**Salesforce Technologies :** Apex, SOQL, SOSL, VisualForce Pages/Components & Controllers, S-Controls, Dashboards, Lightning, Reports, Einstein Analytics, Analytic Snapshots, Jitterbit, Workflow rule, Approvals, Case Management, Automation, Sandbox and Production

**Cloud :** Sales Cloud, Service Cloud, Marketing Cloud, Communities, Commerce

**Methodology :** Agile, Scrum, Waterfall

**Languages :** C, Java, SQL, and Apex

**Scripting Languages :** HTML, XML, Java script, CSS, jQuery

**Database :** Oracle, MS SQLServer, UDB DB2, MS Access, Azure

**Other Tools :** Eclipse, MS Excel, MS Word, MS PowerPoint, MS Project, MS Outlook, MS SharePoint, MS Visio, Rational Clear Case

**ETL/Integration Tools :** Apex Data Loader, Jitter bit, Mule Soft, Cast Iron, Force.com Workbench, Atlassian Jira, ANT

**OS :** UNIX, Linux, Windows

**Professional** **Experience**

**March 2020 – CURRENT**

**Sr. Salesforce Consultant, Cisco Meraki**

San Francisco, CA

* Developed, manage and maintain change management documentation to comply with IT change management processes.
* Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the SalesForce.com development.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Worked with NetSuite Web services for integrating with UltiPro, Concur systems for Salesforce.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Configuration and implementation of Conga CLM Contracts for Salesforce (Composer, Orchestrate, Sign, Grid) .
* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Performed inbound, outbound integration with external systems using REST, SOAP Web services API.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Created windows scheduled tasks for NetSuite integration jobs with Email and Logging.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Provided technical support for Conga products primarily installed and used in Salesforce platform instances.
* Created CPQ process using Apttus CPQ and CL AppExchange tool in Quote.
* Integrated Apttus CPQ and CLM applications and automating processes on Salesforce platform.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in creating lightning web component pages.
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.

**Environment:** Visual force, CDP, APEX Classes, APEX Triggers, CUJs, Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard,Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Netsuit, Service Cloud, Marketing Cloud, Migration Tool, Apttus.

**March 2018 – Feb 2020**

**Salesforce Consultant, Western digital**

Cedar rapids, IA

* Contributed towards HLD and LLD phase and design documents preparation by integrating different modules.
* Worked on Salesforce standard objects (accounts, contacts, leads, opportunities).
* Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Maintenance of CRM functionality implementing SFDC.
* Used CSV imports for data migration between third-party marketplaces and Netsuite.
* Work with business leaders and the current development team to document and develop enhancements to our current Salesforce.com org.
* Used Salesforce.com developer toolkit including Apex Classes , Controllers and Triggers, Force.com IDE , Migration Tool , Web Services API.
* Recommend, schedule, and perform software improvements and upgrades for optimal performance.
* Performs administrative responsibilities to include custom fields, workflows, validation rules, user management, etc.
* Provide hands-on, expert-level technical assistance to developers.
* Configuring and implementation NetSuite Cloud ERP system.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Creating SFDC reports (functional and technical documents).
* Create profiles, roles and configure permissions according to organizational hierarchy requirement.
* Developed applications using agile methodology.
* 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 Apttus.
* 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.

**Environment:** Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, Netsuit, Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Apttus, Web services API, Windows 7, CDP, Migration tool, Email services, Security Controls, Sandbox, Production.

Achievements:

* Implemented Security and Sharing rules at Object Field and Record levels for different users in the organization.
* Developed Lightning Component Framework and also built Lightning component using aura framework.

**Aug 2016 – Feb 2018**

**Salesforce Developer**, Wells Fargo

Fremont, CA

* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Worked with functional leads to transform and develop new requirements into design, implementation.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the record and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Used Data Loader, Informatica cloud connector to insert, update and bulk import & export of data from Salesforce.com Subjects.
* Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.
* Invoved in end to end QA and UAT testing and validation of CPQ including products, Pricing, Quoting etc.
* Testing the CPQ integration with ERP.
* Perform 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 Visual Force, Force.com API and Web Services. Developed various custom Objects, Tabs, Components and Visual Force pages and Controllers.
* Developed SOQL and SOSL queries to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Used Sales Wave analytics app with salesforce to perform other integrations and customizations.
* Created Wave datasets from using internal Salesforce data and external data sources.
* Experience in building reusable UI components and pages with Lightning component framework.
* Enhanced in Communities by adding new fields, field sets using Sales force lightning.
* 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.
* Familiar with Salesforce latest product launches including Wave Analytic.
* Developed wave dashboards using Salesforce platform as the backend.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user Interface.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created Salesforce 1 mobile apps using Angular JS, Bootstrap, Apex and Visual force.
* Use App Cloud mobile to instantly deploy apps to users with Salesforce1. Build user friendly and native android IOS and windows app with the mobile SDK, design and run massively.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via Cloud.
* Worked on Salesforce Community cloud like how to engage with employees, customers, and partners.

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers) Pages, Data Loader, HTML, Java Script, WorkflowTDD.

**Achievements:**

* Worked on migrating components using Force.com Change sets, ANT from DEV to QA, UAT and production instances.
* Performed the role of Business Analyst interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.

**Aug 2012 – July 2015**

**Sales force Admin & Developer, Cervello Inc.**

Bangalore, India

* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes.
* Developed APEX triggers, classes, Visual Force pages.
* Used agile methodology to achieve high performance.
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows.
* Work with management, create and manage complex workflow rules, data validation, and triggers.
* Guided colleagues how to overcome the complex scenarios when they are experiencing some critical issues like duplicating of records, bug fixes in coding etc.
* Developing Test plans, distinct test cases and execution of Test cases and Performing UI Testing and Functionality Testing.
* Documented test cases, test results, test procedure and reported to client and also coordinated with development team for Bug fixing.
* Performed fields mapping of Salesforce and Legacy CRM systems.
* Involved in system integration using Call Outs, Triggers and outbound messaging.
* Performed data migration into Salesforce application using apex data loader through CSV files.
* Created custom controllers implementing complex code for retrieval from Salesforce to VISUALFORCE pages.
* Developed Apex class and triggers to format phone/fax/zip code in account object.
* Extensively used REST APIs for integration between Salesforce and on premise systems.
* Developed and maintained SFDC analytical reports and dashboards for management review.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Involved in Configuring Campaign Management, Lead Conversion and Case Management Process.

**Environment:** Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Conga Composer, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls.

**Achievement:**

* Created Price books and also migrated the active Products from these Price books.
* Created Workflows and Approval processes and developed validation rules.

**Jan 2012 – July 2012**

**Java/J2EE Developer, Compro Technology**

Delhi, India

* Involved in Developing Web Application with Full Software Development Life Cycle (SDLC) from Design to Deployment using agile methodologies.
* Developed modules in Java and integrated with MySQL database.
* Responsible for coding using Java Servlets, Java Beans and XML.
* Developed web applications using Spring MVC framework.
* Setup the class path for the Java JDK and managed the JVM (Java Virtual Machine) settings.
* Designed and developed highly customized front end screens using Sencha ExtJs framework library, JavaScript, HTML, CSS as a Rich Internet Application (RIA).
* Worked on the design of the entire end-to end architecture for the Classification Web Application.
* Added Dynamic functionality to the user interface using Java Script.
* Implementation of components and wireframes using cross-browser compatible JavaScript, JQuery and AJAX.
* Implemented database tables, middleware designing, client-side web programming and server-side java programming.
* Utilized various Testing methodologies for testing application on various levels like system testing and integration.
* Used Eclipse IDE for the development of the application.

**Environment:**

Java 1.3, Java Script, Java Beans, Java Servlets, JQuery, Apache Tomcat, Eclipse, AJAX, Windows, PL/SQL, JDBC, XML, CSS, HTML.

**Achievement:**

* Implementation of components and wireframes using cross-browser compatible JavaScript, JQuery and AJAX.
* Scripting of Test cases base on the specifications received for the request.