



# MD Hussain Qureshi

## Salesforce Developer

Driven and detailed-oriented Ssalesforce developer with professional experience in Salesforce and supplementary programs. Good communicator who is not afraid to ask Questions to understand project requirements fully. Skilled researcher able to identify opportunities in a given arena. Supportive teammate and employee willing to go the extra mile to help others.

## Contact

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Pune MH.

## Education

2016

**B.E (Mech)**

Solapur University

## Key Skills

- Salesforce plus Apex and Java programming languages
- Written and Verbal Communication
- Research of solutions and market conditions
- Problem analysis and problem solving
- Client management

## Certifications

- Certified Salesforce Administrator (26th Sept. 2022)
- Certified Salesforce Platform Developer I (6th Oct. 2022)

## Brief Synopsis

- Talented professional seeking role as Salesforce Developer.
- 2.9 Years of experience as an Administartion and Developer in Salesforce.com.
- Has good knowledge of the Technical and Functional aspects of Salesforce.com on demand CRM package.
- Customizing the applications on salesforce platform and force.com.
- Hands on experience on developing TriggersSOQL, Apex Classes and LWC Pages. Possess excellent organizational, relationship management and analytical skills
- Knowledge of working with standard Salesforce objects like Accounts, Contacts, Leads, Cases, and Opportunities.
- Expertise working on workflow rules,Process Builder and defined related tasks, email alerts, and field updates.
- Have implemented pick lists, dependent picklists, lookups, master-detail relationships, and Record Types to enforce data quality: Setup Marketing Campaigns, Assignment rules, Web-to-Lead, and Auto-Response rules.Workflows Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules,Workflow and Approval processes, Sharing Rules.
- Ability to learn and adapt to new technologies quickly.
- Fair understanding and implemented advance apex like Batch apex, Scheduled apex, Queueable and future methods.
- Hands on Expereince on Integration: In bound/outbound Integeration, REST & SOAP API.
- Implemented Lightning with Aura component.
- Interfaces in lightning, Attributes in lightning components, Different Event Handlers, Data Binding between components.
- Lightning Data Services, Different types of Events in lightning.
- Also worked on vlocity platform, Ominiscript Architecture, flex cards and Data Raptors.
- Created Different Sales processes in the Organization.
- Fair understanding of Other Platforms of Salesforce.

# Work Experience

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## ○ **Role: Sr.Associate(CS) (Salesforce Developer)**

Tech Mahindra

Duration : Jan 2020 to Sept. 2022

Project Summary:

**TITLE : NZ Sales Process**

**MODULE:01** : To develop the LWC page for Incentive calculations for different Broadband Services for different Plans.

- Salesforce.com customization.
- Apex as well as LWC development.
- Implementation of different aspects of apex and design a complete LWC page.
- Writing Apex Triggers, Wrapper classes by keeping in mind SFDC governor limits.
- Use of Custom setting & Custom Metadata.

**MODULE:02** To develop the Lightning Page using Aura Components.

- Understanding of complex requirement of project and be a part of brain storming sessions for providing solution.
- Gather all the information required for development with the help of seniors and manager.
- The main moto in this project was to design a lightning page which will show the how many services are selected for different Accounts. Use of all the lightning design attributes, Interfaces Data Binding between components, Lightning Data Services, Aura Methods, Different types of Events etc.

**MODULE:03** To Integrate with Third Party Integration.

- Integrated with Third party for fetching out location.
- Implemented SOAP API to verify the address of the customer and link to salesforce org.
- Use of NZ post for connecting.
- Testing in SOAP UI.

**MODULE:04** To develop the Portal System for the company.

Roles & Responsibilites:

- Developed the sales portal for one of the organization with the help of Salesforce Admin tools.
- Use of different types of Standard and custom objects and relationship between each.
- Implemtation and assigning different roles and access to profiles and fields.
- Implementation of different Automation tools for updating the fields and sending emails

### **Technologies Used:**

- Salesforce Admin Tools
- LWC Pages
- HTML, JavaScript
- Apex
- Lightning Components

### **Tools Used:**

- Visual Studio Code

Project Title : **Event Management (MAX FIT)**

Working on Agile Methodology to implement real time scenerios and develop the customized solution.

- Salesforce Development
  - Writing Apex Triggers
  - Apex Batch Apex
  - Future Method, Integration ( Both Apex REST & REST API )
- Lightning Web Component -
  - Events
  - Custom Lookup
  - Using Web Component in Community
  - Navigation & Toast Events

## Role: Customer Support Associate (UK HMD)

Amazon Development Center India  
Duration : Oct 2017 to Dec. 2019

Worked as a Consultant for UK Process- Where I used to take internal chats of the associates and use to assist them with correct resolution and Concessions as per the Policies.

Worked as a Subject Matter Expert (SME)- Prior leaving the organization, I have served a Complete month with the New Hire's as a SME, where I used to guide them with the resolution and used to audit their chats, emails and give them feedback accordingly.

Worked in UKHMD role- Where I used to handle special cases than the retail queries and was trained on UK processes including speciality skills. We used to handle almost 42 skills.

## Role: Graduate Trainee

ICON Enterprises  
Duration : July 2016 to July 2017

In this Organization we used to assist the customer on Breakdown of their Air Conditioners by appointing Technicians to fix it. Also I use to look after the after Service feedback by calling up each customer and noting down their feedback with regards to the service provided by the technician.

## Other Activities

- Awarded as a Customer Delight Ambassador at Amazon.
- Appreciation certificate during the peak time "Certificate of Excellence"
- Attended Seminar by various consultants and companies on Indoor air quality.
- Excellent Academic Record
- Represented school and college in National Level Quiz Competition
- Co-ordinator in MESA event.

## Hobbies

- Swimming
- Boxing