

PROFESSIONAL SUMMARY:

- Around 8 years of experience in the Salesforce.com CRM Platform both as Administrator and Developer.
- Good knowledge on Apex development in creating custom Objects, custom Tabs, Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions.
- Designed junction objects and implemented various advanced fields like Picklist, Controller/dependent picklist Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Knowledge in developing Lightning Components (Aura attributes) by creating events in controller and styling the container page and then lightning components to lightning pages.
- Developed Visualforce pages, Visual flow and Custom Objects using Apex Programming on Force.com Platform.
- Involved on creating Lightning Pages inside Lightning Community Builder.
- Designed and Developed Lightning Forms.
- Experience with developing a complete Case Management System using Lightning Components, Controllers, Helper Methods, and Style Sheets.
- Communicated the power of the Community Cloud to stakeholders and defined Salesforce lighting components to replace visual force pages.
- Participated complete life cycle of Salesforce projects using Agile methodologies with the help's tools Jira
- Have been working on ANT along with the change sets for the regular deployments.
- Very good exposure to version controllers -VSS, SVN (Subversion) & GIT.
- Worked on Sales force Lightning Components for building customized components replacing the existing ones.
- Created various RAML resources to implement REST Based APIs as a part of project implementation.
- Worked on Exact target/Marketing Cloud.
- Created multiple projects to insert, retrieve and update the data from Marketing Cloud.
- Assist client with staging and deploying email campaign with in Marketing Cloud.
- Provide support setup, training and execution of marketing process.
- Prepared an assessment questionnaire for the service center agents and supervisors to understand the state of service cloud usage.
- Conducted gap analysis between current state cloud usage versus latest features available in-service cloud.
- Proficient in Data Migration from Traditional Applications to Salesforce using Import Utility.
- Good experience with customization of Salesforce Communities and platforms such as Market.
- Experience with activities related to SFDC, Salesforce.com setup, Configuration, customization, Administration, Data Migration, and deployment of applications to Force.com platform for large user groups.
- Experienced in building Custom Applications that includes administration, configuration, implementing and support experience with Salesforce.com platform.
- Excellent understanding of Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
- Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com Plug-in environments.
- Worked with integration and web services. Integrated Salesforce with legacy systems using Apex web service and outbound messaging.
- Designed Technical design document for the integration between Oracle DB to Salesforce.com.
- Designed, developed and deployed various data integration interfaces, Apex Classes, Controller.
- Designed Functional Design Document for the integration module with test cases.
- Dynamic content management at client side using AJAX, JavaScript, DHTML.
- Designed and developed user interface using JSP, HTML 5 and CSS.
- Used JavaScript and hand coding of HTML5 and CSS3 to create dynamic emails.
- Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
- Experience with tools like Apex Data Loader, Eclipse IDE and Force.com IDE.
- Worked with SOQL, SOSL, Visualforce, APEX, ETL, SOAP API Force.com and Web services API.
- Experienced in JAVA/J2EE technologies, Oracle and SQL.

- Experience in creating Service Cloud Console, configuring Omni-channel, developing Force.com sites, enabling and using Customer Portal and Partner Portal.
- Experienced in scripting languages like HTML, XML and Java Script.
- Strong Database (RDBMS) development experience in writing queries, functions, stored procedures, triggers, and views in Oracle, SQL, PL/SQL and MS Access.
- Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
- Experience with Adobe Flash, Service Cloud, Sales Cloud and Chatter.
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
- Versatile team player with excellent analytical and presentation skills.
- Strong understanding of fundamental business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment.

TECHNICAL SKILLS:

Salesforce Technologies : Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, Apex Web Services, Apex Custom Controllers and Extension, Salesforce.com customizations like Workflow Approvals, Dashboards, Custom Objects, Record Type, Role Hierarchy, Validation, Quotes, Formulae, Page layouts.

Salesforce Tools : Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, Excel Connector, Force.com Platform (Sandbox, and Production).

Languages : C#, Java, JavaScript, SQL, Apex.

Databases : Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2

Web Technologies : JavaScript, HTML, XHTML, XML, WSDL, AJAX, Visualforce.

GUI and Tools : Eclipse, Force.com IDE, Apex Data Loader.

Operating System : Microsoft Windows 98/2000/XP/Vista/7, OS X (Mac)

ACADEMIC QUALIFICATION:

- Bachelor of Science in Computers from COMSATS Institute of Information Technology Islamabad, Pakistan – 2009

Certification:

- Salesforce Certified Platform Developer I

PROFESSIONAL EXPERIENCE:

CLIENT: DUKE ENERGY, CHARLOTTE, NC

ROLE: SR. SALESFORCE DEVELOPER

DURATION: NOV '18 – PRESENT

Responsibilities:

- Participate in all aspects of the Software Development Lifecycle (SDLC) including definition, design, implementation, testing, delivery and support.
- Implemented Community Cloud lightning components in working ability for conversion of visual force pages into lightning.
- Used Community Cloud to build deeper relationships with customers to provide better service and assist them through online also Restructured Community Cloud configuration and improve customer service responsiveness from an average of 2-days to 2-hours.
- Successfully implemented Sales Cloud, Service Cloud, Analytics Cloud, Financial Services Cloud, Community Cloud, Commerce Cloud and Pardot in sync with Marketing Cloud while implementing digital marketing strategies.
- Create overall solution design to meet business requirements.
- Experience in integrating Sales force and other applications using **SOAP**, Meta data API and **REST API**
- Integrated the **SOAP** and **Rest** based Web Services for extracting the data from external systems to display in the pages of salesforce.

- Knowledge in configuring product and pricing setup using CPQ/Product consoles formatted and migrated the user data into Lightning Experience
- Develop and execute unit test and integration test scenarios.
- Well experienced with Visual Force, APEX, and Force.com platform, Triggers, Components and Controllers in Salesforce Classic & Lightning.
- Administrator experience in Marketing Salesforce Cloud using both Classic and Lightning versions
- Proficient in Data Migration from Traditional Applications to salesforce using Import Utility.
- Working on visual force pages regarding if any kind of the issues were happening in UI, I was there to handle it through the visual force pages. If there is any business logics were there, I was handling it through the controller.
- Used Lightning Connect to integrate order data from an external data source, without writing a line of code.
- Practiced with the new Lightning Design System (LDS) which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed
- Implemented and configured Salesforce Lightning UI
- Expertise in Continuous integration practices with JIRA.
- Worked with **integration** and web **services**. Integrated Salesforce with legacy systems using Apex web service and outbound messaging.
- Created Lightning component using JavaScript and design parameters from Lightning design system for better look and feel.
- Created Visualforce Pages for Lightning experience, done Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning
- Analyzing the Scenarios for switching between salesforce classic and the Lightning Experience.
- Designed and developed user interface using JSP, HTML 5 and CSS.
- Used JavaScript and hand coding of HTML5 and CSS3 to create dynamic emails.
- We have been working on **ANT** along with the change sets for the regular deployments.
- Created various **RAML** resources to implement **REST Based APIs** as a part of project implementation.
- Created multiple projects to insert, retrieve and update the data from **Marketing Cloud**.
- Prepared an assessment questionnaire for the **service** center agents and supervisors to understand the as is state of **service cloud** usage.
- Conducted gap analysis between current state cloud usage versus latest features available in-service cloud.
- Used Data Loader for insert, update and bulk import or export of data from Salesforce.com SO objects Used it to read, extract, and load data from **comma separated values (CSV)** files
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
- Hands on experience with Salesforce Lightning Component Design System and Involved in developing salesforce Lightning Apps, Components, Controllers and Events
- Designed various Webpages in Visual Force for customers to select a variety of services offered by the org and integrate them with the pricing team
- Designed, and developed **Apex Classes, controller Classes, extensions** and **Apex Triggers** for various functional needs in the application.
- Developed **Cascading Style Sheets (CSS)** for creating effects in **Visual force** pages
- Created Workflow rules and defined related tasks, email alerts, and field updates
- Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships and validation
- Extensive experience on **S controls, Visual force** pages and Page layouts according to the Business requirements.
- I have been working on translations to the web applications which we were handling in our projects.
- I used to work on the translation workbench regarding translations like if there is any field which is an associated with object, for that we cannot able to create custom labels for the translations. Then we must find out to which object it is associated with and then we can go to the translation workbench there we can do translations o that proper field.

Environment: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web Services, Marketing Cloud, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

CLIENT: WASTE MANAGEMENT, HOUSTON TX
ROLE: SR. SALESFORCE DEVELOPER

DURATION: DEC '16 – SEP '18

Responsibilities:

- Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
- Agile Development Methodology was followed for the implementation.
- Created a user interface in Lightning using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
- Used Salesforce Lightning Inspector to debug the lightning components during the development process
- Very good exposure to version controllers -VSS, SVN (Subversion) & GIT.
- Performed related configuration for product setup, approval matrices, approval rules, process builders and flows.
- Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records. Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
- Interacted with various Business users for requirements gathering.
- Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolution.
- 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.
- Developed various Custom Objects, Tabs, validation rules, formula fields.
- Developed custom Business logic using Apex Classes, Visual force pages. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
- Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
- Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Experience in Sales cloud, Service cloud, Partner portal and Customer portal.
- Used as Quote to Cash and got chance to work with Apptus tool.
- Assist client with staging and deploying email campaign with in Marketing Cloud.
- Designed Technical design document for the integration between Oracle DB to Salesforce.com
- Dynamic content management at client side using AJAX, JavaScript, DHTML.
- Created relationships among objects using Lookup and Master-detail relationships
- Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
- 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 customer's complaints.
- Performed data cleanup and/or Data migration to/from salesforce.com.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
- Experienced with for billing, invoicing, and subscription. And take control of sales process from Quote to Cash
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Developed several Custom Reports & Dashboards that are used by Business user and Managers.
- Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
- Implemented Data Loader through the Command Line Interface to extract the data from database.
- Configured Chatter for the Users in the Organization for collaboration.
- Created Email templates in Text, HTML and visual Force necessary for the application.
- Developed visual Force pages with JavaScript and Apex classes.
- Written Apex Test classes to Unit Test Apex classes before moving to Production.
- Created and maintained the documentation for Design, Migration and Integration.
- Deployed applications from Sandbox to Production.

Environment: Lightning, Apex, Visualforce, Triggers, Workflows, SOQL, SOSL, Data Loader, App Builder, Case Management, Email Alerts, Force.com IDE, Developer Console, Java Script, HTML, CSS Salesforce.com CRM, Apex

Classes, Controllers, Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Sharing rules, SOAP, S controls, Web service, XML, Force.com IDE, Chatter, Marketing Cloud, HTML, CSS, JavaScript, Windows 2003

CLIENT: ALLY BANK, DETROIT, MI

ROLE: SALESFORCE DEVELOPER/ADMINISTRATOR

DURATION: MAR '15 - NOV'16

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
- Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application
- Agile Development Methodology was followed for the implementation
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules
- Created various Profiles, Roles, Page Layouts and 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 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, Visual force pages and Page layouts according to the Business requirements
- Provide support setup, training and execution of marketing process.
- Designed, developed and deployed various data integration interfaces, Apex Classes, Controller
- Designed Functional Design Document for the integration module with test cases
- Installed the Call Center Applications and Allowed the end users to maintain a track history of oS2
- Created email templates and inbound emails using Visual Force for clients and customers.
- 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
- Developed business documents for Salesforce.com Custom objects
- Worked on different portals like Self Service Portal, Partner Portal and Customer Portal
- Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL
- Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel
- Provided the training to Business users about the system

Environment: Salesforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Marketing Cloud, Web Services, Data Loader, XML, Security Controls, SOAP, Eclipse IDE, WSDL, Windows.

CLIENT: CIGNA, WINDSOR, CT

ROLE: SALESFORCE DEVELOPER/ADMINISTRATOR

DURATION: OCT'12- FEB'15

Responsibilities:

- Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization
- Responsible for setting up web services integrations
- Agile Development Methodology was followed for the implementation
- Implemented Inside sales telephonic plug-in application implementation
- Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of Salesforce.com (SFDC)

- Implemented Apex Data loader “Command Line Interface (CLI)” to automate the data loading process for the sand box refresh activity
- Designed various WebPages in Visual Force for customers to select a variety of services offered by the org and integrate them with the pricing team
- Designed, and developed Apex Classes, controller Classes, extensions and Apex Triggers for various functional needs in the application.
- Maintaining test coverage for all the classes and triggers and supporting deployment activities
- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
- Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
- Used Data Loader for insert, update and bulk import or export of data from Salesforce.com SO objects used it to read, extract, and load data from comma separated values (CSV) files
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic
- Used Sandbox for testing and Eclipse and Deployment Chain Set for code deployment and worked with SVN.

Environment: Salesforce.com platform, Force.com IDE, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Inside sales telephonic plug-in, Doc E-sign, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, SOAP, Sandbox data loading, Eclipse IDE Plug-in, Windows XP Pro.