**Wajahad Ali** 

**Salesforce Admin/Developer**

**PROFESSIONAL SUMMARY:**

Over 8 years of professional IT experience in Salesforce.com Development, implementation including configuration and database activities.

* Strong experience in all phases of Software Development Life Cycle (SDLC) including requirements gathering and analysis through project Design, Development, Implementation, Deployment, Testing and Maintenance.
* Strong experience in working with Apex classes, **Visual force** pages, **Triggers**, Controllers and Controller Extensions, Components, Test Method and Application Design and Development on Force.com platform.
* Proficient in dealing with the functionalities related to the Service cloud, Sales Cloud, Call center, Chatter and App-exchange applications.
* Proficient with Marketing Cloud, Service Cloud, Jenkins, Call Center, Force.com, Chatter, Lightning and App-exchange on Salesforce.
* Have experience in implementing new customer support solution using Salesforce.com Service Cloud. Maintained and improved existing Salesforce implementation.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* Expertise in aura framework, **Lightning Components** and **Salesforce Lightning Design System (SLDS).**
* Hands-on experience on powerful security architecture for **Lightning** components like Locker Service
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Proficiency in Salesforce Administration tasks like creating **Profiles**, **Roles**, **Users**, **Page Layouts**, Email Services, Approvals, **Workflows**, validation rules**,** Tasks and Events.
* Experience in using the Force.com explorer to browse data model schema, **custom objects**, **formula fields**, build and test SOQL queries.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Junction objects, master-detail relationships and lookup relationships.
* Extensive experience of using declarative features like validation rules, Assignment rules, Auto-Response rules, Escalation Rules for satisfying complex business process automations.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
* Experience in Deployment, deployments from one environment to different environments.
* Experience in web technologies like **HTML, XML, CSS, JavaScript, Angular JS, WSDL, and SOAP**.
* Proficiency in Visual Basic Programming language.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

**TECHNICAL SKILLS:**

**Salesforce:**

Salesforce CRM, Salesforce SFA, Apex Custom Controllers, Apex Classes, Apex Triggers, Visual force Pages/Components, Apex Web Services, Lightning Components, Lightning Pages, Lightening Apps, SOQL, SOSL, Workflow & Approvals, Reports, Dashboards and Custom Objects.

Force.com Tools: Force.com Eclipse IDE, Apex Data Loader, Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector and AJAX Toolkit

**Salesforce Tools:**

Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production)

**Integrating Tool:**

Apex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.

**Operating Systems:**

Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 /2008.

**Microsoft SQL Server**:

Normalization, T-SQL, Stored Procedures, Views, Indexes

**Programming:**

Apex, C#.Net, Java, C, C++, Java, Java Script, HTML, DHTML, SSIS, SSRS.

**Web Technologies:**

JavaScript, JQuery, HTML, XML, CSS, JSON, JSP, ASP.NET, SOAP, REST, Ajax, Bootstrap, Angular JS

**Database:**

SQL Server 2000 / 2005/2008 R2, Oracle 10g/9i, UDB, DB2, My SQL, MS Access 2007/2000, Azure

**CERTIFICATIONS:**

* Salesforce Certified Platform Developer
* Salesforce Certified Administrator

**PROFESSIONAL SUMMARY:**

**Client: FedEx- Memphis,TN May 2017 – Present**

**Role: Salesforce Admin/ Developer**

**Responsibilities**:

* Involved in identifying, planning and implementing new Salesforce.com features and functions (workflow, force.com objects, reports, apex code) in response to business needs.
* Involved in creation of custom fields, field dependencies, tabs, applications, home page components.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Created **Lightning** Component Tabs and Visual force Tabs.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created CPQ process using Apptus CPQ and CLM AppExchange tool in Quote.
* Integrated Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Managed Contract and Order Management process which includes product and service configuration, quote creation, pricing structure, billing statement.
* Developed various **Lightning** components that integrate to form a single point of interactive payment calculator to generate a payment plan.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with **Lightning.**
* Triggered interface events by user interactions, which includes **Lightning Component** framework and involved in building **Lightning** Components using the **aura framework.**
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created and used Email templates in HTML and Visual force and controlled the content in these templates using Components and controller class.
* Created reports and dashboards.
* Integrated the Web Services for extracting the data from external systems.
* Developed Apex Triggers, Apex Classes and Apex pages.
* Designed and developed Service cloud and integration.
* Implemented Data Loader to load data from Marketing Cloud to Service Cloud.
* Worked on CRM platform environment of SFDC Sales Cloud and Service Cloud modules.
* Worked with third party java tools to integrate with Salesforce for processing the data into Salesforce database.
* Involved in setup and configuration of Sales and Marketing and Case Management application.
* Configured Knowledge Base and Data categories for the Customer service representatives.
* Communicated project status and escalate issues to management. Provide feedback for improving Technical Publications procedures, standards, and methodologies

**Integration:** The project involves 2-way integration in numerous complex scenarios. Used SOAP based API.

**Environment:** **Saleforce.com platform, Apex Language, Service Cloud, Visual Force (Apex classes and Apex Triggers), Salesforce.com Data Loader, Marketing Cloud, Reports, Dashboards, Custom Objects, Custom Tabs, Web Services, Sandbox, Eclipse IDE Plug-in, Email Service, Force.com Explorer.**

**Client: Community Health Texas Inc.- Huston,TX Sep 2016 – Apr 2017**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.
* Interacted with various Business team members to gather the requirements and documented the requirements
* Reviewed Business Requirements and Technical Specification Documents.
* Analyzed the scope of requirements, and managed requirements.
* In charge of conducting the UAT with the Business Users, and gathering feedback.
* Actively interacted with Team Members, Business Analysts and Project Management team to analyze the business process and requirements.
* Performed the roles of Salesforce.com Developer, Administrator and Salesforce CRM in the organization
* Designed multiple Visual force for the communities.
* Responsible for design and functionality of various Email templates in communities.
* Developed Controllers for Visual force pages in communities based on the requirement.
* Responsible for writing multiple triggers, apex classes, workflow rules to keep track of the users in the community.
* Worked on enhancing a customer portal, that has been developed for the portal users.
* Design and development of prototypes of Visual force pages for Foundation Connect.
* Configuring and creating applications for foundation connect.
* Worked in configuration of a marketing tool, Constant contact for sending bulk emails to the users.
* Worked on integrating an external tool with Salesforce.
* Responsible for data clean up and maintain unique records in both the marketing tool and Salesforce.
* Creating custom reports on campaigns to generate reports on a single click.
* Responsible for data model for deduping the data using Cloudingo.
* Worked on large amount of data for cleaning and deploying it into production environment.
* Responsible for maintaining data consistency post deployment.
* Responsible for migration of data from an external tool into Salesforce.
* Involved in multiple cycles of testing and fixing the defects that are logged in by the testing team.
* Responsible for maintaining the security by creating various sharing rules and permission sets and writing scripts for Field Level Security.
* Responsible for creating and configuration of various homepage components in the communities.
* Working knowledge of Salesforce 1 Simulator.
* Integrating an external tool with Salesforce using Sync apps Cazoomi.

**Environment: Saleforce.com platform, Salesforce.com Data Loader, Apex Language, Visual Force Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Java Script & J-query, Eclipse IDE Plug-in, Windows.**

**Client: Pacific Corp, Portland, OR Jun 2014 - Aug 2016**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in Administration, Development and Deployment of Salesforce.com
* Worked on Apex Data Loader for doing various activities.
* Worked on Configuration like creation Objects, Page Layouts, Record Types, Validation Rules, Workflows and Approval Process.
* Involved in creating Custom Settings
* Responsible for writing Visual force Pages for building the wizard
* Involved in writing Apex Triggers.
* Worked on migrating meta data from one Sandbox to another sandbox by using Change Sets and Force.com IDE tool
* Worked on Data.com to get the correct data for Lead by using REST API.
* Worked on Geo Coding for getting Latitude and Longitude of a given address by using REST API.
* Worked on Schedule Apex and Batch Apex.
* World on Salesforce1 mobile Administration
* Worked on generating PDF Files by using AppExchange applications.
* Worked on Custom Settings, Field Sets.
* Implemented advanced search functionality by using visual force pages.
* Worked on writing Test Classes for Triggers and Controller Classes.
* Worked on Dupe Blocker Application to restrict the duplicates.
* Worked in View Account Hierarchy and Account Look up functionality for restricting the duplicates.
* Worked on Configuration workbook.

Environment: Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP Triggers, Workflows Rules, Validation Rules.

**Client: Tesco Technologies, Bangalore, India May 2012 – Jan 2014**

**Role: Software Engineer**

Responsibilities:

* Responsible for documenting the user requirements and system design specifications.
* Responsible for analyzing business processes, user new requirements.
* Analyzed current business process and investing the old system.
* Used HTML, CSS and JSP for developing web pages and JavaScript for client side validation.
* Designed and developed back end code using Servlets and JavaBeans.
* Tested the SWIFT protocol using XML Standards as specified in the requirements compliance document.
* Designed and implemented the database interaction using JDBC, and stored procedures using PL/SQL.
* Involved in process of gathering, modeling and transforming data into useful Information
* Created tables, Queries, indexes, stored procedures, triggers and constraints.
* Developed Logical data model, Physical data model and Entity Relationship Diagrams.
* Fixing defects on the JSP pages and working on enhancements.

**Environment:** **Java, J2EE, Spring MVC, Web Services SOAP, Linux, Restful, Core Banking Portal, XML, XML parsers, Ajax, JSON, JSP, CSS3, HTML5, Hibernate, JDBC, UML, SVN, TOAD, Eclipse, SWIFT Protocol**.

**EDUCATION:**

Bachelors from JNTU.