Abdul Razzak Shaik
Ph: +1(660)-525-9082
Email: Razzak.kiahs@gmail.com

- *Around 6 years of Salesforce Development experience excellent knowledge on Software Development life cycle.*
- Valuable experience in all phases of Salesforce Software Development Life Cycle (SDLC) process from analysis, design, development, testing, implementation, and maintenance.
- Strong development background in developing custom application on Force.com platform using **Apex language,** Custom/Extension Controllers, **Lightning**, Mobile API,**Triggers**, **SOQL, SOSL, Batch, Schedule classes, Visualforce pages, Service Cloud, Custom CSS, and Java Script**.
- Proficient in customization of salesforce standard features - **Custom Fields, Picklists, Rollup summary fields, Page Layouts, Validation rules, tabs, apps**.
- Worked extensively on various salesforce standard objects Accounts, Contacts, Opportunities, Forecasting, Quotes, Leads, Campaigns, Cases, Entitlement, Solutions, Knowledge & Articles.
- Experience in **developing Lightning Web Component**s to make responsive UI and invoked apex methods from JavaScript functions
- String working experience with **community cloud**. Worked and configured community pages in community builder.
- Designed and developed both **Aura and LWC components for communities for rich look and feel**
- Worked on **Lightning Component**s using SLDS (Salesforce Lightning Design System), LDS (Lightning
- Data Service) and Client Side and Server Side controllers
- Experience in **Automating Business processes using Workflows, Approval process, Dynamic Approval process, Process builder**, by implementing actions Field Update, Email Alert, Creating Tasks & process builder actions - creating records, invoking approval process submission.
- Experience in deploying components to various sandbox and **production instances using force.com migration tool, change sets and eclipse.**
- Experienced in creating **Lightening pages inside Lightening Community Builder**.
- Experience working with version control tools like **Git** and **GitLab's**.
- Experience in working in **Agile** and **Waterfall** methodology development environments.
- Knowledge on the **Field Service Lightning** mobile app how it works and aids on - site job management to a mobile workforce.
- Able to work in fast paced, results oriented environment consistently delivering high quality work.
- Extremely well organized, meticulous, and highly self-motivated.
- Worked on **Sharing rules, OWD, Permission sets, Profiles and Roles**
- Worked on **Asynchronous Apex - Batch, Schedule, Future** apex
- Proficient in Data Migration from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
- **Team player** with excellent communication and written skills with exemplary analytical and problem-solving skills.
- Developed and worked on different Salesforce.com environments such as **Sandbox** and **Production** Environments.
- Good at **Lighting Components** and adding them to **Visualforce pages** and **Lighting experience page layouts**.

Certifications:
Salesforce Administrator (ADM – 201)
Salesforce Developer (PD1)

Education:
Master of science in Cybersecurity and information assurance
 (*university of central Missouri – Warrensburg, MO*)

Technical Skills

Salesforce Technology	Salesforce.com, Apex, Lightning, Salesforce CRM, Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow & Approvals, Analytic Snapshots, Case Management Automation, AppExchange
Data Bases	MS SQL Server 2000/2005, SSRS, DTS, PL/SQL, MS Access, and MySQL, RDBMS.
Technologies	HTML ,CSS, JavaScript, jQuery, Bootstrap, REST API, SOAP API, JSON, XML, OAuth 2.0
Tools	Dataloader, Workbench, VisualStudio, VS Code, Eclipse IDE, Postman, Soap UI, Force.com.
Web Servers	Apache Tomcat, Websphere
Languages	Apex, Visualforce, C, Java, JavaScript, SQL, PL/SQL
Operating System	Windows variants, Linux, Unix

Work Experience

Client: CFA Institute – Charlottesville, VA   **Feb 2020 to till date**
Salesforce Developer
- Involved in Salesforce.com application **setup activities** and **customized the apps** to match the functional needs of the organization.
- Developed **Test cases** for **Unit Testing** of the Mappings and was involved in the Integration Testing.
- Involved in Developing Lightening pages using Aura, implemented lightening Controllers,
- Components using **Lightening Design system (LDS)** for Lightening Community builder.
- Developed **Lightening Components, lightening apps using Lightening Design System (LDS)** to provide more interactive interfaces to end users.
- Built a custom app with Lightning experience for sales to monitor their performance close details.
- Authored and **supported Functional Requirements Documents (FRD)** and **Business Requirements Documents (BRD).**
- Involved in kick of, requirement gathering workshops, scoping and delivery calls with business clients.
- Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
- Wrote **Batch Apex class** to **load bulk data from legacy systems** on regular time intervals into custom objects.
- Retrieved some data and its functionality from **Third-Party API's** and displayed within the **lightning component**.
- Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API's and displayed them on to the component.
- Minimized code in **JavaScript Controllers** by adding reusable functions in Helper Component.
- Updated the **APEX Controller and Helper** functions regularly making the Component Context Aware as per business requirement.
- Tested apps by appending multiple components to a **Lightning application** thereby deployed Applications from **Sandbox to Production.**
- Used refined global search in Lightning by developing Apex classes and Controllers.
- Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
- Used **SOQL** and **SOSL** statements within Governor Limits for data manipulation needs of the application using platform database objects.
- Packaged and deployed customizations from **Sandbox to other environments** using **eclipse** and **changesets**.
- Deployed Apex using **Force.com IDE, Force.com** migration tool and **Web Services API**.
- Worked on **REST/SOAP** web services to integrate salesforce with third party systems.
- Good knowledge on Set up field service features according to client unique business needs. This includes installing the **Field Service Lightning** managed package and Field Service Lightning mobile app.

- Used **field level security** along with page layouts in Lightning to manage access to certain fields.
- Implemented the **Web Services** through **WSDL** in the Salesforce.com for outbound messaging.
- Involved in daily **standup meetings**, **Scrum**. This resulted to bring good solution to the business requirement.

Environment:Apex, Visual Force, Data Loader, Lightning Bundles, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, SQL, and Eclipse IDE Plug-in.

Client: Six Base Technologies –Hyderabad, India   **Jan 2018 to Dec 2019**
Salesforce Developer
Responsibilities
- Implemented new feature enhancements on Service cloud console view and developed few **Visual force components**.
- **Developed Lightning Components** and used **Lightning App Builder** to use those components in **Lightning Pages** and Record Pages.
- Developed **Apex triggers, classes** to achieve user's desired functionality and have written the dependent **test classes**.
- Developed **Lightning apps** using **Lightning Components** and made them compatible with **salesforce1 mobile app**.
- Implemented **Case Management Automation** to track and solve Customer's Issues. Implemented **Email-to-Case**, **Web-to-Case** to enter generated cases to Case Object.
- Configured and tested Salesforce Service Cloud to enable **servicing**, **tracking**, and **reporting** of incoming requests via Email, Web, and Phone.
- Involved in migration from **salesforce classic environment** to **lightning environment.**
- Involved in integration of their **legacy system** with **Salesforce** CRM package through web services based on BULK API.
- Involved in administrative activities like **scheduled data cleansing**, **security setup** and **workflow updates.**
- Implemented **Apex Controller, triggers,** and **test classes** with test code coverage of 90-100% using Force.com IDE.
- Designing and development of visual force pages as per the user requirements.
- Created **Task routing** using Apex controller in such a way that ensure the sales team follows up on every task within due hours.
- Customized **Reports and Dashboards** for business use and added **lightning components** to **lightning pages** and record pages.
- **Assigned profile** and **roles** according to the company requirement and involved in end user training.
- Coordinated in cross-functional teams.
- Managed with vendor partners and formulated optimal solutions for integration.
- Tested implemented interfaces using **Workbench** and **Postman** tools.
- Developed **Visualforce pages** which rendered based on **Salesforce1 App or Web**.
- Involved in deploying the **AppExchange** applications and **integrating** with **third-party** applications.
- Worked on various **Salesforce.com** standard objects like accounts, contacts, leads, opportunities, reports and dashboards.
- Controlled the Support Cases with the assistance of **SalesForce.com** support and commit with SalesForce.com premier Support.
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
- Created Summary reports, **Matrix reports**, **Charts** and **Dashboards** to assist the business team.
- **Supervise data** entry to generate monthly scorecard that details the organization program outcomes for the board and staff meetings.

Environment:Saleforce.com platform, Lightning, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, SQL, and Eclipse IDE Plug-in.

Client: Caprus IT –Hyderabad, India   **June 2015 to Dec 2017**
Salesforce Developer/Administrator
Responsibilities

- Extensively worked on customizing case management by creating **Assignment rules**, **Auto response and escalation rules**.
- Implemented **Web-to-case and Email-to-case** functionalities.
- Extensively worked on **Apex Triggers**, and **Emailservices**.
- Worked on integration of two instances using Apex **REST APIcallouts**
- Implemented **REST Endpoint Apex classes** for **inbound webservices**.
- **Translated** Email templates, visual force pages, custom objects/fields using **Custom labels** and **Translation workbench**.
- **Validation rules** were created to ensure the required data is captured in thefields.
- **Customized Escalation rules** and **Assignment Rules** to custom objects.
- **Setup Live Agent** as part of case management implementation inside servicecloud.
- Worked with globalusers.
- Deployed code using **ant** and stored code in Perforce version control repository.
- Automated post **sandbox refreshsteps**.
- Involved in **data cleanup** and mapping in data migration project.
- Design and developed **Role Hierarchy**.
- Experienced working in **Cross-functional teams**, identifying **business requirements** and **supporting**
- sales/marketing efforts.
- Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
- Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
- Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, **generating security tokens**, **validation rule**, **upgrade installation**.
- **Designed**, **developed** and **deployed** the Custom objects, Components, Visual Force Pages to suit the needs of the application.
- Imported data from Seibel CRM into Salesforce using Informatica Power Center as part of Data Migration.

Environment: Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security models, HTML, Web Services, WSDL, SOAP, Reports, Eclipse IDE Plug-in.