**MUDASSIR ALI SHAIK**

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# Professional Profile

* Overall **9+** years of experience in the IT industry including **7+** years of experience on the Salesforce.com
	+ CRM Platform into which **1+** years in Lightning.
* **Salesforce Certified Platform Developer I.**
* **Certified Associate Boomi Flow Developer (Dell Boomi).**
* Having Experienceinto **Sales Cloud, Service Cloud, Community Cloud.**
* Good Knowledge on **Field Service Lightning, Health Cloud.**
* Solution oriented professional with excellent knowledge of the SalesForce.com application, features, architecture and technical capabilities.
* Experience in SFDC Configurations/Customizations – as an Administrator and Developer.
* Hands on Experience in Apex, VF Pages, Triggers, WF, PBs, VRs and many more.
* Experience in writing Batch Apex, Schedule Apex and Future methods. Good Knowledge in writing Test Classes.
* Hands on Experience in using Force.com APIs.
* Good Exposure on Middleware tools such as **Mulesoft Anypoint** and **Dell** **Boomi Atomsphere** Integration tools.
* Good Understanding of Data Model, Data Security, Database concepts and Data Management System.
* Hands on Experience in Data Migration using Migration tools like Data Loader, Import and Export Wizards, ANT Migration Tool, Force.com IDE, Eclipse IDE.
* Knowledge of Long-Term Support Release and Development Release using **Jenkins** Continuous Integration Server.
* Experience in Deploying Using Change Sets, Source Tree, GitHub, VS Code.
* Experience in DevOps and CI/CD using AutoRabbit, Copado, Flosum.
* Experience in Source Control using GitHub, TFS (MS Azure) and ALM.
* Exposure to all stages of Software Development Life Cycle using Agile Scrum Methodology.
* Good analytical, verbal, written communication and interpersonal skills.
* Good Experience in interacting with End Users and a good team player.

# Technical Skills

* **Apex, Visualforce, Lightning, SOQL, SOSL, Synchronous and Asynchronous Operations, Triggers, Automation Process, Validation Rules, Live Agent, Case Management, Workflow Rules, Data Loader, JavaScript, CSS, ANT, Force.com IDE, Eclipse IDE, GitHub, MuleSoft, Dell Boomi**.
* **SOAP API, REST API, ANT, Workbench, Jenkins.**
* **HTML, CSS, XML, Core Java, Java Script, .Net, My SQL, Oracle 9i**

Projects

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| **Project 1** | **Salesforce – Dell**  |
| Client | DELL Technologies– Sales Cloud |
| Role | Principal Software Engineer -IT / Technical Lead  |
| Description | Dell Technologies Inc. is an American multinational technology company headquartered in Round Rock, Texas. It was formed because of the September 2016 merger of Dell and EMC Corporation (which later became Dell EMC). Dell's products include personal computers, servers, smartphones, televisions, computer software, computer security and network security, as well as information security services. Dell ranked 35th on the 2018 Fortune 500 rankings of the largest United States corporations by total revenue  |
| Responsibilities | * Independent and Team Contributor.
* Work Assignment to team members, follow-ups and meetings with business and different counterparts to handle different issues raised by business.
* Handling Production Issues and timely deliverables.
* Lightning Communities for Partners. Developing on Lightning Communities for Opportunity and Deal Registration Objects
* Performed Deployments using Change Set, TFS, VS Code, GitLab.
* Followed AGILE methodology using TFS
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| Project Location | India  |
| SolutionEnvironment | Saleforce.com Platform, Force.com API, Activities, Custom Reports, Dashboards, Custom Objects, Custom Tabs, Apex, Visualforce, Extensions, HTML, Java Script, Salesforce.com Data Loader, Workbench, Sandbox.  |

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| **Project 2** | **Salesforce – WeSupport (Lightning)**  |
| Company / Client | Mphasis / FedEx-Global – Service Cloud |
| Role | Delivery Senior Software Engineer-FedEx EMEA  |
| Description | FedEx Corporation is an import/export company, **FedEx Corporation** is an American multinational courier delivery services company headquartered in Memphis, Tennessee. The company is known for its overnight shipping service and pioneering a system that could track packages and provide real-time updates on package location (to help in finding lost packages), a feature that has now been implemented by most other carrier services.  |
| Responsibilities | * Developed WeSupport Service Console to Find Contacts located in different business locations
* Created Interactions for Task and Case Objects associated to Contacts.
* Created **Custom Objects**, **Validation rules, DML Operations, SOQL, SOSL** as well as developed custom solutions using **Visual Force** and **Apex**.
* Created **Custom Tabs** as per the business requirements.
* Implemented Customer Solution using **Live Agent Chat** to solve Customer queries
* Developed **Triggers** for creation of Live Chat Transcripts associated to Case and Contact for their different business units.
* Worked on **Batch** and **Schedule Apex** and Integration using **REST API.**
* Implemented **Chatter Post Delete** functionality in order to delete Posts of Inactive Users, Live Chat Transcripts etc.
* Performed Deployments using **Change Set.**
* Followed **AGILE** methodology using **AGM.**
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| Project Location | India  |
| SolutionEnvironment | Saleforce.com Platform, Force.com API, Activities, Custom Reports, Dashboards, Custom Objects, Custom Tabs, Apex, Visualforce, Extensions, HTML, Java Script, Salesforce.com Data Loader, Workbench, Sandbox.  |

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| **Project 3** | **Salesforce Lightning**  |
| Company / Client | Mphasis / American Insurance Group - USA – Sales Cloud |
| Role | Delivery Senior Software Engineer  |
| Description | This Company is a leading global insurance organization serving customers in more than 100 countries and jurisdictions. This company serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, it is a leading providers of life insurance and retirement services in the United States.  |
| Responsibilities | * Developed Lightning App to meet user requirements, Designed and built custom solutions on Force.com
* Created **Custom Objects**, **Workflows**, **Validation rules, Approval Process, DML Operations, SOQL, SOSL** and **JavaScript** as well as developed custom solutions using Visual Force and Apex.
* Created **Custom Tabs** overriding the Standard Tabs, **Custom Page Layouts** using **Extensions** as per the business requirements.
* Developed **Triggers** for creation of Activities to store recent history and deleting Old ones and a pending activities tracker for Participants for different business units.
* Worked on **Person Accounts,** **Contacts**, **Accounts** andMigrated data from various existing applications using the built in **Apex Data Loader**.
* Developed **reports** for **Key Personals** as well as **Participants List** and **activity reports** for each of the business units in the organization.
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| Project Location | India  |
| SolutionEnvironment | Saleforce.com Platform, Force.com API, Activities, Custom Reports, Dashboards, Custom Objects, Custom Tabs, Apex, Visualforce, Extensions, HTML, Java Script, Salesforce.com Data Loader, Workbench, Sandbox.  |

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| **Project 4** | **Sales and Marketing CRM** |
| Company / Client | Ecopound Solutions Pvt Ltd / Tata AIG – Sales & Marketing  |
| Role | Sr. Salesforce Developer  |
| Description | This Company have two main business verticals i.e., Consumer Lines and Commercial Lines which offers an extensive range of General Insurance covers that cater to various individual and business insurance needs. The products range from Home insurance, Motor Insurance, Travel Insurance, Health Insurance, Rural-Agriculture Insurance etc. for individuals under the Consumer Line vertical, and Property & Business Interruption insurance, Professional and General Liability Insurance, and special products like Repairs & Warranties and Environmental Insurance under the Commercial Lines vertical. Each product offering is backed by professional expertise to help the customer along the entire relationship period. This Insurance Company has an empowered claims team, with an in-house capability of 400 plus experts spread across 90 office in India. The customer service team too, which is the face of the company to the customer, comprises of 450 team members, operating from various offices across India.  Today this Insurance Company’s core strength lies in 3 product categories, i.e. Travel Insurance, Marine Insurance and Liability and the company aims to be the most preferred General Insurance Company in the industry.  |
| Responsibilities | * Developed custom code using **Apex/Visual force/API** to meet user requirements, Designed and built custom solutions on Force.com
* Created **Custom Objects**, **Workflows**, **Validation rules, Approval Process, DML Operations, Asynchronous Operations, Sharing Rules, SOQL, SOSL** and **JavaScript** as well as developed custom solutions using Visual Force and Apex.
* Created **Custom Tabs** overriding the Standard Tabs, **Custom Page Layouts** using **Extentions** as per the business requirements.
* Developed **Triggers** for creation of Contacts, Leads, Cases and for automating key business processes including payment authorizations and a pending activities tracker for business leads for different business units.
* Worked and managed outbound marketing **campaigns** with direct mail programs, seminars, print ads, email, and other kinds of marketing collateral using **Marketo's powerful marketing automation software**. Organized various campaigns into hierarchies for easy analysis to see what is best for increasing our company’s sales and quickly locate, manage, and report on campaigns.
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|  | * Developed **Unit Test cases**, T**est methods** wherever required to facilitate and promote the development of robust and error free code and resolving the bugs before deploying into the Production environment.
* Developed a **Case Management System** to handle support tickets made over email, and the web.
* Customized the **Case Management System** to direct support tickets to the appropriate salesperson in a business unit. Moreover, configured the **Approval Process** system to escalate support tickets to a Manager if no action was taken within 4 hours after taking into consideration of each business unit.
* Developed a Customer Service specifically, developed **Profiles, Permission Sets, Workflows**, **Report Types**, **Pagination.**
* Worked on **Leads**, **Contacts**, **Accounts**, **Cases** and **Opportunities**. Segregated Leads and Contacts to the appropriate salespeople across the business units. Proper care was taken inorder to filter duplicate Leads and Contacts. Customized business logic to **automatically create a Contact** for every Opportunity.
* Migrated data from various existing CRMs using the built in **Apex Data Loader**.

Developed **reports** for **lead generation** as well as **campaign** and **activity reports** for each of the business units in the organization.  |
| Project Location | India  |

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| **Project 5** | **Sales Finance and Insurance CRM**  |
| Company / Client | Ecopound Solutions Pvt Ltd / Bajaj Groups – Sales Finance & Insurance  |
| Role | Salesforce Developer  |
| Description | The Company is amongst the top 10 business houses in India. Its footprint stretches over a wide range of industries, spanning automobiles (two-wheelers and threewheelers), home appliances, lighting, insurance, travel and finance. This Company is engaged primarily in the business of financing of two wheelers, consumer durables, personal computers, personal loans etc. They are Using SFDC Applications to maintain customer Accounts, Contacts, Leads Campaigns, Opportunities for Business process. Deep insights into day-to-day business operations through real time dashboards and sophisticated easy to create reporting analytics.  |
| Responsibilities | * As SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs
* Created **Pick Lists**, **Dependent Pick Lists**, **Lookup Relationships**, **Record types**, **Formula fields**.
* Created **Page Layouts**, **Mini Page Layouts**, links, custom buttons for complex business requirements and integrations
* Used complex **Validation Rules**, **Cross Object Formulae**, **Lookup**

**Relationships**, **Workflows** and **Dynamic Approval Processes** to implement business logic * Used **Apex classes**, **Triggers** and **Visual Force Pages** to achieve custom logic
* Used **Data Loader** and **Scheduling Tools** to automate bulk data loading.
* Involved in various migration techniques, Change Sets, Force.com IDE tool, Force.com Migration tool kit.
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| Project Location | India  |
| SolutionEnvironment | SFDC, Apex and Visualforce, Data Loader, Validations, Triggers, Custom Objects, Custom Tabs, Extentions, DML, Formulae, Dashboards  |

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| **Project 6** | **Mine Vocational Training Centre (MVTC)**  |
| Company / Client | Singareni Collieries Company Limited, A Govt. Company |
| Role | Software Developer (Apprentice)  |
| Description | The Singareni Collieries Company Limited (SCCL) is a Government coal mining company jointly owned by the Government of Telangana and Government of India. SCCL is currently operating 17 opencast and 30 underground mines in 4 districts of Telangana with a manpower around 56,282. SCCL periodically conducts the training programs to their employees to stay fit. There are different categories of employees and for each category there will be different training programs. For every training program they conduct will be paid some amount to encourage the employees to join hands in coal production to gain benefits from it.  |
| Responsibilities | * As a developer interacted with various locations of the company to gather requirements and develop data model to suit complex business needs
* Created webpages, links, buttons for complex business requirements.
* Used visual basic, C# .Net pages to achieve business requirements.
* Used database of previous training history for accurate information of employee training. Involved in various techniques, protocols to upload the data in to employee central server to match with the employee payment sheet.
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| Project Location | India  |
| SolutionEnvironment | Asp.Net, C#, Oracle 9i, JavaScript, Toad  |

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| Course | **Branch / Year of Passing**  |
| M.Tech(Regular) | Nano Technology / Dec 2011  |
| B.Tech(Regular) | Information Technology / May 2007  |
| Diploma(Regular) | Mining Engineering / May 2004  |
| SSC | March 2000  |

# Personal Information

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| **Name**  | **: MUDASSIR ALI SHAIK**  |
| **E-Mail**  | **: smali.nanot@gmail.com**  |
| **Mobile**  | **:** +91-8074355671, 8333831284  |
| **Date of Birth**  | **:** 30 Dec 1984 |
| **Permanent Address**  | **:** A-17, Orchid Residency, RCI Road, Balapur, Hyderabad-500005  |

# Declaration

 I hereby declare that the above-mentioned information is correct up to my Knowledge and I will solely be responsible for any discrepancy found in them.

**Place: Hyderabad (Mudassir Ali)**