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**AREAS OF EXPERTISE**

*Salesforce.com*

*Click tools*

*DocuSign*

*Conga*

*Apttus CLM*

**CERTIFICATIONS**

*Salesforce.com Certified Force.com Developer (WI12)*

*Salesforce.com Certified Administrator (SU13)*

**CURRENT EMPLOYER**

*Deloitte India Ltd*

**PREVIOUS EMPLOYER**

*Wipro Technologies Ltd*

**DURATION**

*December 2013 – Till date*

**PERSONAL SKILLS**

*Problem solving Multitasking Communication*

*Leadership role*

**PERSONAL DETAILS**

*Yunus Hassan Navalur*

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*DOB: 30/04/1988*

*Driving license: Yes*

*Passport: Yes*

*Passport No: H1282762*

*Pan No: ALQPN63274*

*Nationality: India*

Yunus H Navalur

Salesforce Developer/Administrator

**PERSONAL SUMMARY**

A Salesforce developer with **3.6 years** of experience with good knowledge of Salesforce Development and Administration. Good communication skills and able to work alongside with teams to develop functionality in various functional areas in Salesforce. Looking for an ambitious company to explore and work on various areas of Salesforce.com and allow me to continue to develop my knowledge and potential.

**KEY SKILLS**

|  |  |
| --- | --- |
| * Salesforce.com: | Salesforce.com configurations like Workflow Rules,  Record Type, Role Hierarchy Validation, Formulae,  Custom objects, Page Layouts, Apex Classes, Apex  Triggers, Sharing rules, Permission set, Visual Force and  Force.com Web Services API. |
| * Salesforce Tools: | SFDC plug-in for Eclipse,  Force.com IDE - Ant migration tool,  Subversion, Data Loader, DocuSign, Conga  and Apttus CLM | |
| * Languages: | C, C++, Java, JavaScript, SQL, Apex. | |
| * Web Development: * Survey Tool: | HTML, CSS, Visualforce.  Clicktools | |
| * Operating Systems: | Windows XP, Vista and 7 | |
| * Other Tools: | Connect offline, Outlook-to-Salesforce,  Siebel CRM | |

**COMPETENCIES**

* Good knowledge on creating Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers, JavaScript’s and Controller Extensions.
* Proficiency in administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions, Reports and Approval Processes
* Sound knowledge on Salesforce setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform
* 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
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com Plug-in environments
* Detail-oriented energetic team player, motivated with multi-tasking capabilities, problem solver, and hands-on leader with exceptional presentation and client/customer relation skills

# **ACADEMIC QUALIFICATIONS**

Bachelors of Engineering (Computer Science)

City Engineering College 2006 - 2010

# **WORK EXPERIENCE**

Worked in four different projects with main role in the project as Salesforce developer

Covering Configuration and Customization areas in Salesforce.com

**Client: Forrester July 2014 – Till date**

**Role: Salesforce Developer/Administrator**

**Team Size: 8**

**Responsibilities:**

* Leading the technical team.
* Handing the Contract management module.
* Preparing design and technical solutions
* Configuring and customizing Apttus tool in salesforce as per design needs.
* Configuring DocuSign in conjunction to Apttus.
* Documenting and preparing FDD and TDD for the project
* Customizations:
  + Apex Triggers, Apex Classes,
  + Visual force pages.

**Client: Amgen December 2013 – June 2014**

**Role: Salesforce Developer/Administrator**

**Team Size: 4**

**Responsibilities:**

* Involved in design and customization of the tool.
* POC on DocuSign
* Configuring and customizing DocuSign and Conga tool in the Salesforce.
* Involved in enhancements and by weekly releases
* Packaging and version control designing and implementation.
* Customization involving –
  + visual force page modification,
  + web service modification,
  + Apex Triggers, Apex Classes.
* Involved in providing training team and preparing training material.

**Client: Citi Bank February 2013 – November 2013**

**Role: Salesforce Developer/Administrator**

**Team Size: 6**

**Responsibilities:**

* Involved in Monthly sprint releases development.
* Design new business Requirements and documenting
* Maintained version control of production releases through Eclipse.
* Customize Salesforce.com application –
  + Fields, page layouts, record types, list views, queues, creating Workflow rules, validation rules, formula fields and time based workflows.
  + User accounts, sharing rules, user roles, user profiles, field level security, content folder rights, groups, list view rights and approval processes
* Writing Batch Class, Apex Class, Schedule Class and Visualforce pages.
* Modifying the Web Service based on new business changes
* Providing training to customer on the new business flow and logics.

**Client: Capital One April 2012 – January 2013**

**Role: Salesforce Developer**

**Team Size: 8**

**Responsibilities:**

* Analysis of business and technical requirements
* Agile Project activities successfully.
* Configurations of Salesforce Application as per Business Requirements.
* Implementing Lead management process.
* Implementing of Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Visual Force Pages, Apex Classes, Controller Classes and Apex Triggers to suit to the needs of the application
* Implementing Web-to-leads, Sites and Customer portal for Business lead generation.
* Implementing to build Round-robin logic to assign leads to different Queue and to different Users.
* Participated in the training sessions provided by the Salesforce team in Wipro Technologies.
* POC on Release management using ANT – Subversion’s.
* Developed and configured various Reports and Report Folders.

**Client: Philips October 2011 – March 2012**

**Role: Salesforce Developer**

**Team Size: 4**

**Responsibilities:**

* Gather the Business requirements
* Preparing the Salesforce implementation BRD and FRD document.
* Implemented “Command Line Interface (CLI)” Data loader.
* Implement Account management based on business requirements. Implementing Custom Account Team management for implementing the Audit system for effort Management.
* Developed Apex Classes, Controller Classes, extensions Apex Triggers and Test Classes.
* Supporting deployment activities
* Involved in data cleansing and identifying the required data, creating documents and scripts to load data.
* Designing Visualforce Email templates
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com SObjects Used it to read, extract, and load data from comma separated values (CSV) files.

**Client: GE April 2011 – September 2011**

**Role: Salesforce Developer**

**Team Size: 3**

**Responsibilities:**

* Worked on POC of Click tools survey module.
* Worked on DocuSign, Conga and Apttus CLM
* Worked closely with business analysts and performed detailed analysis of Clicktools and designed the solution for account score survey System.
* Customizing standard objects of Salesforce and integrating with Clicktools
* Responsible in building new logic to push and pull survey into Salesforce from Clicktools.
* Effective Multi-lingual template management for multi-lingual surveys. And multi-lingual email template management for accounts.
* Creating escalation rules and Assignment rules for cases based on the business requirement.
* Involved in Case management using Queues. Creating Case assignment rules for cases and managing the Queue members.
* Extensive work on Apex classes and Triggers.
* Effective in Communication with Clients to convey the business logics built and to gather requirements.

# **DECLARATION**

I hereby declare that all the statements made above are true, correct and complete to the best of my knowledge and belief.

**Yunus Hassan Navalur.**