Hassan Nahhal

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Empathetic, target-oriented, **collaborative**, **analytical problem-solver** 12x Salesforce Certified Developer with 5+ years of experience in **designing**, **implementing** and **testing** solutions that help companies with their **digital transformation**.

HIGHLIGHTS & CERTIFICATIONS

Salesforce Certified **Advanced Administrator**	Jun 2022
Salesforce Certified **System Architect**	Apr 2022
Salesforce Certified **Identity and Access Management Architect**	Apr 2022
Salesforce Certified **Integration Architect**	Mar 2022
Salesforce Certified **Development Lifecycle and Deployment Architect**	Dec 2021
Salesforce Certified **JavaScript Developer I**	Sep 2021
Salesforce Certified **Application Architect**	Apr 2021
Salesforce Certified **Data Architecture Designer**	Apr 2021
Salesforce Certified **Sharing and Visibility Designer**	Feb 2021
Salesforce Certified **Platform App Builder**	Oct 2020
Salesforce Certified **Platform Developer I**	Sep 2020
Salesforce Certified **Administrator**	Jun 2020
1st **Place award** for Best NexJ Systems Hackathon Project	Dec 2019
1st **Place award** for Best Mobile Solutions Capstone Project	Aug 2016
Graduated with **High Distinction** form Conestoga College	Aug 2016

SKILLS

- Apex
- Lightning Web Components
- Java
- JavaScript and Node.js
- HTML and CSS
- SQL, SOQL and SOSL
- REST, SOAP and Metadata APIs
- Salesforce Administration and Customization
- Object Oriented Design and Analysis
- Database Design
- Design Patterns
- Testing and Test Automation
- Debugging
- Source Control (Git and Mercurial)
- SFDX
- Scrum and Scrum tools (Jira and Azure DevOps)

EMPLOYMENT

Jul 2021 – Present

TECHNICAL CONSULTATN
Salesforce, Toronto (Remote)

Engagement 1 - Client 1 - Salesforce Developer
Client engagement required **integrating Experience Cloud with three different 3rd party tools using MuleSoft** as middle-ware to allow end-users to upload **files** to an external service and read and update data in another external service.

During his assignment, Mr. Nahhal developed several **custom Lightning Web components that interact with MuleSoft APIs through Apex and exposed them to two Experience Cloud sites.** Moreover, Mr. Nahhal customized the Salesforce org to add new fields and processes based on business and stakeholder requirements.

On top of his duties as a developer, Mr. Nahhal **supported the MuleSoft Architect** by providing a Goggle sheet that lists a breakdown of fields' labels and API names and provided SOQL queries for data integration and loads.

Engagement 2 - Client 1 - Salesforce Developer and Release Manager
Client engagement required changes to the Service Cloud functionality, and one of the main requirements was to create records related to Accounts if a business criterion is met. Mr. Nahhal built the process using B**atch Apex and a custom runner** that handled creating and updating **large data volume** (300k+ Account records).

Engagement 3 - Client 1 - Salesforce Developer and Release Manager
Client engagement required changes to Service and Experience Cloud functionality and the integrations with the 3rd party tools. Mr. Nahhal interacted with the 3rd party vendor's professional services team to build, collaborate and test inbound and outbound integrations with Experience Cloud, as well as working with the MuleSoft Architect to **optimize and resolve inbound integrations**.

As part of the engagement, Mr. Nahhal built a **close rapport with the client's VPs** of Technology and Distribution; he also supported the client's Data Engineer with data loads into Salesforce and ran 2 weeks of **training** sessions for the client's SME on Service Cloud.

Extracurricular Activities
- Mr. Nahhal was an **active member of Salesforce's Professional Services global standardization team** responsible for reviewing, contributing and maintaining the internal development standards.
- Mr. Nahhal was also an **active contributor to 3 different Slack question and answer channels** used by Consultants and Architects.

Aug 2020 – Jun 2021

FULL STACK SALESFORCE DEVELOPER
EcoVadis, Toronto (Remote)
- Designed, built and maintained a **survey-like** tool on top of **Sales Cloud**, used by Success Managers, that includes **5 levels of parent-child relationships** to store data**,** externally exposed it using **Apex Web Service** and a web-app, secured it using **JWT**, and visualized it's results with interactive **Chart.js** graphs in a custom **Lightning Web component**.

- Increased users' productivity by **automating business processes** using **Lightning Process Builder, Flows, Apex Trigger** and **other automation tools.**
- **Improved data quality** by implementing **Validation Rules** and **Apex Triggers** and unit tested them with **at least 90% code coverage.**
- Helped **derive business decisions** by building Reports, Dashboards, Custom Report Types, and custom Formulas.
- Mentored and supported team members by **providing guidance** and **detailed steps** on how to achieve a desired outcome.
- Identified gaps, areas for improvement and performance optimization with action items following **best practices.**
- **Lead technical and solution designs** then discusses them with stakeholders and/or the enterprise architect to validate requirements and approaches.
- Initiated a weekly 15 minutes Lightning Talks to **share Salesforce knowledge**, best practices or interesting features we learned about, and also created a Chatter group to publish releases and release notes.
- Lead **agile transformation** by introducing change management and processes, administered sprints, sprint planning, retrospectives, stand-ups, and then **built CI/CD** between sandboxes and Production org using **Azure DevOps Repos, Pipelines and SFDX**.
- Administered the org by **importing and cleansing records** using Data Loader or Data Import Wizard, **identifying and giving the right** user/object/field **permissions**, creating new users and other administrative tasks.
- **Trained** internal users on how to use Sales Cloud standard and custom features, and external consultant on how to use **Azure DevOps** and **SFDX**.
- Researched, planned and offered to lead an **org spit project,** inclusive of **metadata and data migration, and a rollout strategy**.

Nov 2017 – Apr 2020

APPLICATION DEVELOPER
NexJ Systems, Toronto
- Implemented features and fixed bugs using Scheme and JavaScript for NexJ's Customer Process Management System (CPM) based on **Stakeholders' requirements.**
- Integrated CPM with both NexJ's Enterprise Customer Relationship Management (CRM) and CRM for Wealth Management.
- Wrote unit tests to **maintain quality** and **eliminate regressions.**
- Helped Professional Services customize CPM to **improve and enforce compliance** based on clients' requirements.
- Developed Progress Calculation with an **intuitive UI** to i**mprove User Experience** and **increase** Financial Advisors' **productivity**.
- Performed code reviews and **took initiative** to develop coding standards to maintain **code base quality** and **increase readability.**
- Administered our teams' **Scrum** and it's processes.
- Documented features and bugs internally for each release to **increase knowledge transfer.**
- Integrated CPM with **Salesforce**'s Sales Cloud by building **REST** APIs using Node.js that pushes data to **Heroku**'s **PostgreSQL** database, then retrieved them in Sales Cloud using Salesforce Connect**.** (Hackathon)

Mar 2017 – Aug 2017	**FULL STACK DEVELOPER**
	Whut Inc (Contract), Toronto
	- Fixed Whut's Content Management System (CMS) bugs.
	- Integrated Whut's CMS with **Salesforce**'s Sales Cloud.
	- Built a PDF viewer using Mozilla's **PDFJS** in **Angular2** and **Ionic2.**
Jan 2016 – Apr 2016	**APPLICATION DEVELOPER**
	Blackberry (Co-op), Waterloo
	- Analyzed, optimized and scheduled Oracle **PL/SQL** stored procedures.

E D U C A T I O N

May 2015 – Aug 2016	**MOBILE SOLUTIONS DEVELOPMENT (OCGC WITH CO-OP)**
	Conestoga College, Kitchener, Canada
	- **GPA**: 3.93/4
	- **Capstone project:** Receipt Keeper, a mobile and **Web app** that uses **Tesseract OCR** to extract then persist and **sync** data from a receipt.
Sep 2010 – Jun 2014	**BSC IN COMPUTER SCIENCE**
	Beirut Arab University, Beirut, Lebanon
	- **ABET** accredited
	- **Senior project:** PocketShop, a **C2C** eCommerce app built for Android devices.

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