




Shazia Masood Qureshi

Application Development Analyst | Salesforce Developer

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Summary	I am a skilled Salesforce Developer with 4 years of total experience in IT, of which 3.5 years are focused on Salesforce. I excel in automation, Apex, LWC, triggers, and troubleshooting within agile methodologies like Scrum. With a strong foundation in teamwork and communication, I am eager to leverage my skills to drive business success through effective Salesforce development.
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Experience	<div><div>Accenture Application Development Analyst Project 1: Cox Communication-CCRM (Service Cloud)<ul style="list-style-type: none">3.5 years of experience as a Salesforce Administrator and Developer in Salesforce.com. Having good knowledge of the technical and functional aspects of Salesforce.Hands-on experience with Service Cloud for case management.Worked on Flow Builder and Vlocity Omnistudio (Flexcard, Omniscript, Dataraptor) for forms creation and Email alerts .Strong understanding of Deployment processes using Copado, Bitbucket & Jenkins.Engaged in Scrum activities and contributed to user story development, and participated in agile development processes by demonstrating user stories in front of clients.Conducted unit testing and mobile testing using Android Studio and iOS devices to ensure quality deliverables.Project 2: Cox Communication-CBFORCE (Sales Cloud)<ul style="list-style-type: none">Worked on Vlocity Objects and components with respect to Order Management.Managed Salesforce Objects, Layouts, Record Types, Record Pages, User and Profile management, Permission Sets, Sharing settings, etc.Demonstrated expertise in Salesforce configuration and customization, developing Lightning Web Components, Apex classes, and Triggers for enhanced business needs.Enhanced my skills of deployment by tools like Jenkins, Bitbucket, and Git.Implemented Approval Processes, Queues, Routing, and Email notification functionalities.Addressed bug fixes and change requests in a timely manner.Utilized Flow Builder, Validation rule, Assignment rule, and other Salesforce automation tools to streamline order management processes.Developed an Automation Tool for Account, Contact, Opportunity and Quote creation as per the requirement.</div><div>Wipro Setup Configuration Specialist</div><div>July-2021-Present Pune</div></div>
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Education	<div><div>Sagar Institute of Research and Technology, Bhopal Computer Science</div><div>July 2017-May-2021 Bachelor's of Technology</div></div>
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Skills	<div><div>Salesforce Development: Apex, LWC, Triggers, SOQL, Custom Object, Flow Builder, Approval Processes, Flexcard, Omniscript, Dataraptor.</div><div>Salesforce Administrator: User Management, Security & Access, Data Management, Salesforce Configuration, Service Cloud, Sales Cloud</div><div>Deployment Tools: Copado, Git, Jenkins, Bitbucket</div><div>Tools: Workbench, Data Loader, VS Code, Salesforce Inspector, Postman</div><div>Agile Methodologies: Scrum activities, User Story Demos, Documentation</div><div>Teamwork and Collaboration skills</div><div>Communication and Relationship Management</div></div>
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Certifications	<div><div>Salesforce Certified Administrator</div><div>Salesforce Certified Platform App Builder</div><div>Salesforce Certified Service Cloud Consultant</div><div>Salesforce Certified Platform Developer I</div><div>Salesforce Certified Omnistudio Developer</div><div>Salesforce Data Cloud Consultant</div><div>Salesforce Certified AI Associate</div><div>Copado Fundamental I</div></div>
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Awards	<div><div>EPrime Awards - 'The Adept' Award. Received the EPrime Awards - 'The Adept' Award for exceptional performance in creating an Automation Tool.</div><div>Star of the Month Awarded 'Star of the Month' for outstanding contributions and collaboration in team projects.</div></div>
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