

# Dilras Hussain – Software Developer

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## Qualifications

B.Tech. Bansal Institute of  
Science & Technology,  
Bhopal

## Certifications

- Salesforce AI Associate Certified
- Salesforce AI Specialist Certified

## Skills

- Salesforce development
- Salesforce Configuration and Customization
- LWC
- Java, SOQL
- HTML, JS, CSS

## Professional Experience

**2 Year** of Professional experience in Salesforce Development on Sales and Service Cloud.

- Proficient in requirement gathering and implementing the solutions
- Worked on Salesforce Apex Integration using REST API, developed Lightning Web Components (LWC)
- Extensive experience in customization - Visualforce Pages, Apex Classes, Apex Triggers, Batch Class, Future Method, Schedule Apex and Test Classes
- Proficient in Configuration using Custom Objects, Tabs, Page Layouts, Profiles & Permission sets, Roles, OWDs, Security & Sharing Rules.
- Worked on Workflow Rule, Process builder, Flows, Approval Process, Validation Rule
- Proficient in Data Management tools like Data Loader and Data Import Wizard, writing queries using SOQL and SOSL

**Tools & Technology:** LWC, Async Apex, Triggers, VS Code, ChangeSet

## Key Engagements

**Project: E-Health Jobs implemented Sales Cloud.** As a developer I was involved in

- Requirement gathering and scoping.
- Setup Sales Process of RFQ (Request for Quotation) Management.
- Designed and developed scalable solutions using Apex, LWC, Salesforce Rest API's.
- Creation of insightful reports and dashboards

**Project: Freewheel Sales implemented Sales Cloud.** As a developer I was involved in

- Requirements gathering, analysis and scoping. Designing the sales process.
- Account and Contact Management, Lead and Opportunity Management
- Test Code Coverage
- Designed and developed scalable solutions using Apex, LWC.

**Project: Allstate Identity Protection implemented Service Cloud.**

- Implementation of case management like email to case, web to case
- Entitlement management setup, assignment, auto response, escalation rules
- Data migration activities using data loader, Data Import wizards