

MOHAMMED ABDUL SAMEER

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Profile

Detail-oriented professional with 2.5 years of experience in Salesforce Development. Skilled in developing robust solutions with Lightning Web Components (LWC), Apex, Aura Components, and REST API integrations. Proven expertise in automating business processes, enhancing user experience, and ensuring data security. Committed to delivering efficient and scalable CRM solutions to optimize workflows and support organizational growth.

Work Experience

Programmer Analyst Cognizant Technology Solutions India Private limited

Oct 2021 - Mar 2024

Job Description:

- Gained 2.5 years of experience working on **Salesforce development**, focusing on **Salesforce Lightning Web Components (LWC), Aura Components, and Integrations**.
- Designed and implemented Salesforce solutions to meet business requirements using **Apex, Visualforce, and Lightning Web Components (LWC)**.
- Managed user profiles and security settings for 500+ users, ensuring 100% compliance with data security policies.
- Automated business processes through Workflow Rules, Process Builder, Flows, and Approval Processes, reducing manual effort by 30%.
- Developed and maintained Apex classes, triggers, batch jobs, and test classes, achieving over 90% code coverage.
- Integrated Salesforce with external systems using REST APIs for seamless data exchange, improving data synchronization efficiency.
- Built and customized Lightning Aura Components and LWCs to deliver an enhanced and responsive user experience.
- Conducted data migration, cleansing, and deduplication tasks using tools like Data Loader and Workbench.
- Provided end-user training and technical support, leading to a 20% improvement in user adoption.
- Collaborated with cross-functional teams to gather and analyze requirements, delivering tailored Salesforce solutions within deadlines.

Education

Bachelor of Technology(ECE)

MLR Institute of Technology, Hyderabad

August - 2017 - July - 2021

Key Skills

- **Salesforce Administration:** User Management, Profiles, Roles, Permission Sets, Security, Reports, Dashboards, Workflow Rules.
- **Salesforce Development:** Apex, Visualforce, Lightning Components (Aura, LWC), SOQL, SOSL.
- **Salesforce Integration:** REST API, Named Credentials, Remote Site Settings.
- **Programming Languages:** HTML, CSS, Apex, JavaScript, SOQL, SOSL, Basics of Python.
- **Tools:** Data Loader, Workbench, Email Templates, Salesforce Report Builder.
- **Operating System:** Windows 11.

Project

Patient Appointment and Medical Record System

July - 2023 - March - 2024

Domain: Healthcare

Description: Designed and implemented a Salesforce-based system for managing patient appointments and electronic medical records (EMRs) to streamline healthcare workflows.

Responsibilities:

- Developed dynamic Lightning Web Components (LWCs) for patient appointment booking, doctor dashboards, and real-time record display.
- Automated Email/SMS Notifications for appointment reminders, confirmations, and cancellations, improving patient engagement and reducing no-show rates by 15%.
- Designed a Doctor Dashboard for real-time updates on patient appointments, including access to detailed medical records from external EMR systems.
- Integrated Salesforce with an external EMR system using REST APIs, ensuring seamless data synchronization.
- Wrote Apex classes and triggers for backend logic, including doctor availability checks and automated notifications.
- Configured Named Credentials and Remote Site Settings for secure and efficient API callouts.
- Created reports and dashboards to provide insights into appointment trends and doctor utilization, increasing scheduling efficiency by 20%.

Technologies Used:

- **Frontend:** Salesforce Lightning Web Components (LWCs)
- **Backend:** Apex, SOQL, REST API Integration
- **Automation:** Salesforce Flows, Apex Triggers
- **Tools:** Named Credentials, Email Templates, Salesforce Report Builder

Returns Management System

May - 2022 - April - 2023

Domain: Retail/Customer Service/Logistics

Description: Developed a Salesforce-based system to streamline and automate the returns process, enhancing customer satisfaction and optimizing warehouse operations.

Responsibilities:

- Developed Return Request Object to handle return initiation, validation, and approval.
- Integrated Apex Triggers for automatic eligibility check and RA Number generation.
- Created automated email templates for customer notifications regarding return status, refunds, or exchanges.
- Built LWC Components for a customer self-service portal, allowing users to submit and track returns.
- Configured Salesforce Reports to monitor return trends by product, return reasons, and regions, enabling data-driven decisions.
- Implemented Salesforce Flow for automated refund processing and exchange creation, reducing processing time by 25%.
- Integrated payment gateway APIs to automatically process refunds.
- Designed LWC Dashboards for warehouse staff to manage and track return conditions.
- Updated inventory and stock levels through automated workflows integrated with the Warehouse Management System (WMS).

Technologies Used:

- **Salesforce:** Apex, Lightning Web Components (LWC), Custom Objects, Reports, Dashboards
- **Integration:** REST APIs
- **Automation:** Validation Rules, Workflow Rules, Apex Triggers
- **Tools:** Email Templates, Salesforce Report Builder

Certificate

Salesforce Platform Developer I (PD1)