**Jawad Moghni**

**US Citizen**

**Richmond, VA**

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**Summary Skills**

* Over **10 years** of Professional Experience in Information technology including **6 years** of experience in **Salesforce.com CRM** platform involving in **Development, Administration, deployment, partner portal, customer portal and classic to lightning migration, lightning component, lightning design system, lightning locker services** . Designing of **Service Cloud, Sales Cloud** and **force.com solutions** with an emphasis on **service Cloud solutions**.
* **Salesforce Certified Platform Developer-1**
* **Salesforce Certified Administrator**
* Experienced in Administration setup like manage **Users, Security Controls** and Data Management.
* Expertise in **developing, deploying and integrating** Salesforce.com CRM solutions.
* Experience in working with **salesforce.com sandbox and production environments**.
* Extensive experience in **designing, creating and maintaining Salesforce.com Workflow Rules, Approvals, Email** Templates (HTML & Visual Force Templates).
* Worked on the designing of **custom objects,** **custom fields**, role based page layouts, custom Tabs, custom report, report folders, report extraction to various formats, design of **Visual Force Pages, Snapshots, and Dashboards**.
* Proficient in dealing with the functionalities related to the Sales Cloud, **Service Cloud** and Marketing Cloud.
* Experience in **security and sharing model, SSO, Salesforce configuration, desktop/mobile integrations.**
* Implemented and Integrated services for complete **CPQ** software.
* Involved in the configuration implementation of Salesforce.com.
* Experienced in **Force.com Apex Classes, Apex Triggers, Integration, Visual force and Force.com API**.
* Used **Data loader** for data management in force.com platform.
* Knowledge on **Computer-Telephony Integration (CTI).**
* Extensive experience in **data migration** and **integration** using **Data Loader**.
* Provided customer with best practice solutions as related to Salesforce.com and CRM.
* Extensive experience using Salesforce.com **Administration, Creating Roles, Profiles, Page Layouts**.
* Experience in **installing, evaluating the AppExchange** application under the salesforce.com platform.
* Experienced in all phases of **Software Development Life Cycle (SDLC),** quality management systems and project life cycle process.
* Experience in capturing, analyzing and documenting requirements **(Use Cases)** for Salesforce.com implementations.
* Expertise in **Object Oriented Programming, Object Oriented Analysis and Design (OOAD) and RDBMS** concepts.
* Experienced in accessing and writing **stored procedures and triggers**.
* Expertise with **J2EE** complaints **IDE’s** such as J**Builder, Eclipse 2.1/3.1.**
* Implemented and delivered projects under **Agile Development Environment and Test Driven Environments** with large & small project teams.
* Extensively worked on **Jenkins by installing, configuring and maintaining for the purpose of continuous integration (CI)** and for **End to End automation** for all build and deployments.
* Experience in working on source control tools like **GIT**.
* Knowledge on building new apps with the **Lightning App Builder and Lightning Components**.
* Expertise in writing **Bash Scripts, Pearl Scripts (hash and arrays), Python programing** for deployment of Java applications on bare servers or Middleware tools.
* Involved in **Duplicate management** logic using Salesforce.com **Duplicate rules** and matching rules functionality.
* Installation, Configuration and Management of **RDBMS and NoSQL** tools such as **SQL Server 2008/2012/2014, MySQL and DB2.**
* Possess excellent communication, interpersonal and analytical skills along with can-do attitude.
* Strong appetite for learning new technologies with positive attitude.
* **Salesforce:** Apex, Visualforce, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Formulas, Validation Rules, AppExchange, Salesforce.com, Roles & Profiles.
* **Languages/Methodologies:** Apex, Visualforce, XML, UML, JavaScript, Agile, N-tier Architecture, Java, J2EE
* **Technologies:** Salesforce, Ajax, JQuery, Web Services, SOAP, WSDL, HTML, Web 2.0
* **Tools and Utilities:** Data Loader, Force Eclipse IDE, Ant, Visual Studio Visual Studio Team Suite, Subversion, IE Web Developer, Mozilla Firebug, SaaS
* **Web/Application Servers:** Tomcat Server, IBM Web Sphere
* **Databases:** Oracle, SQL server 2000/2005/2008
* **Scripting:** Java, Shell & VB Scripting
* **Operating Systems:** Windows XP/ VISTA/7, Red Hat Linux and Unix.
* **Defect Management System:** QC 9.0, Bugster, JIRA, Project Centre, whizible and SugarCRM
* **Automation Tool:** QTP9.2, Selenium2.3 & Selenium 3.0

**Work Experience**

**August 2017 - Actual**

**UNOS, Richmond VA**

**Salesforce Lightning Developer**

* United Network for Organ Sharing is nonprofit organization which provides the Organ Procurement and Transplantation Network with a functional, effective management system incorporating the Board of Directors, committees and regional membership to operate OPTN elements and activities.
* Involved in various activities of the project like Information Gathering and analyzing the Information.
* Involved in Administration and Development of Salesforce.com.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Worked on Apex classes, Controllers, Extensions, Triggers for various functional needs of the organization.
* Designed various tabs and web Pages using Visualforce pages and controllers to customize the UI.
* Used SOQL, SOSL and DML's effectively considering all the governor limits for data manipulation needs of the applications.
* Implemented Workflows, Process Builder, and Validations for customization.
* Developed Batch, Schedule jobs for Bulk data processing at scheduled intervals.
* Developed Lightning components, Global actions, process Builders and object specific actions according to business needs.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of Lightning and its features
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and CSV files.
* Worked on Sales cloud functionality, including Account Management, Sales Forecasting, Opportunity Management and Lead Management.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Performed data management using ETL tools like Data Loader, Dell Boomi.
* Design, development, deployment and management of multiple integration processes created on Dell Boomi platform.
* Created the Boomi Mappings, Process using with different connectors/ shapes and logic shapes between the application profiles using Dell Boomi.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* **Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Lightning components, Force.com API, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox, Eclipse IDE Plug-in, Apttus CPQ, Dell Boomi, SOQL, SOSL.

**Unisys, Albany, NY**

**Jan 2014 – Aug 2017**

**Salesforce Lightning Developer**

* Unisys has one of the largest Sales force CRM for users in Call Centre, Sales, Credit and Operations team Implementations. Unisys needed solution with unlimited scalability for end to end new credit applications and wanted high degree of flexibility to accommodate dynamic changes in market place.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Closely worked with other Salesforce.com consultants while implementing the solutions for the need of organization.
* Created custom objects and defined lookup and master-detail relationships on the objects.
* Also created junction objects to establish connectivity among objects. Created workflow rules and defined related tasks, custom.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Developed various Apex Classes, Controller classes and apex triggers for various functional needs in the application.
* Used Force.com, Eclipse IDE for developing Apex pages, Controller Classes and Triggers for deploying the projects components into different Sandbox Environments.
* Worked on Sharing Rules based on Role Hierarchies and created manual sharing for accessing records.
* Worked on different things like Components, Custom Settings, Site and Static Resources, Debug logs, system log and also Implemented Service Cloud Console.
* Worked on various Salesforce Objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used the Lightning App Builder to customize the Lightning Experience and Salesforce1 Mobile app.
* Experience in developing Salesforce.com custom objects and work-flow business rules.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed and configured various custom reports and report folders for different user profiles.
* Knowledge on Lightning installation and disabling role creation at installations and disabling role creation after installation.
* Developed and implements both the time dependent and time independent workflows as per the requirement.
* Managed Licenses, set hierarchies and defined roles.
* Monitored objects for duplicates and data Integrity.
* Performed daily check of Duplicates on salesforce and merger records by establishing proper ownership of existing accounts and contacts in accordance with sales territories.
* Also created de-duplication rules with filters and matching criteria’s apex.
* Used the change sets to deploy code between the sandbox and production environments for final implementations and prepared Deployment documents.
* Designed various Web Pages in Visualforce for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Designed various HTML Email templates for Auto-response to customers.
* Hands on experience with Steelbrick CPQ to ensure pricing and quoting accuracy.
* Developed and deployed Workflows and approval process wherever necessary.
* Created profiles, roles and implemented object level, field level and record level security.
* Evaluated Data entry, import processes and ensure proper Data Quality standards exist for the Salesforce.com application.
* Created multiple Visual force pages for various requirement needs. Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Integrated with the third-party systems by installing CTI adapters on the machines of the call center users.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Administered and monitored the company’s Salesforce CRM application.
* **Environment**: Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Lightning components, HTML, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Steelbrick CPQ, Sandbox, Eclipse IDE Plug-in, Dell Boomi, SOQL, SOSL.

**Drake Petroleum Inc North Branford, CT**

**Apr 2008 – Dec 2013**

**Salesforce Developer**

* Drake Petroleum Inc Wholesale Representatives are available to our customers 24/7/365. With a combined 150+ years of propane industry experience, we provide our customers with reliable, safe, and responsive service. We are staffed with experienced customer service reps to answer all your requests. Our success is built upon forming strong relationships, servicing our customers on a “one on one” basis. Our goal is to provide long-term partnerships with our clients.
* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Documented and shared the requirements with consultants for further implementation.
* Closely worked with consultants while implementing the solutions for the needs of organization.
* Worked with various Salesforce.com Objects like Accounts, Contacts, Solutions and Custom Objects.
* Developed various Custom Tabs, Tags and Components.
* Implements Salesforce for Outlook functionality and installed outlook integration with different user systems.
* Worked with Data Loader, App Exchange Applications, Validation Rules, Workflows, Approval Process and Reports & Dashboards.
* Worked with different Deployment Plans, Record types to setup for different Page layouts based on profiles for each release and Sandbox Refreshing.
* Involved in setting up Profiles, Role Hierarchy and assigning the Profiles to the Users.
* Created different profiles and setup the permissions based on the roles in the organization.
* Knowledge in Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used applications like Dupe blocker for data duplicate data cleansing.
* Modified simple workflows to incorporate Email Alerts and field Updates.
* Scheduled retrieval of report data to be used with Analytic Snapshots.
* Created the unit Test Cases and reviewed the tester test scenarios based on the functionality.
* Worked on various defects which was raised during SIT and UAT testing.
* Modifies existing customizations using XML metadata files and responsible for migrating customization changes from sandbox to production.
* Debug Apex scripts using Debug Logs and system Log Console to catch Exceptions and execute Governors and Limits.
* Analyzed and documented differences between the AS-IS and TO-BE processes.
* Creating documentation such as BRDs and FSDs (Business and Functional design specs) with elaborate Use Cases and process flows.
* Facilitated all Aspects of scrum framework, including product backlog, release backlog, sprint planning session, daily scrum meeting, sprint reviews and sprint retrospectives.
* Conducted project related Presentations periodically to the management and end users during various phases of Software Development Life Cycle (SDLC).
* Demonstrated knowledge of XML, SQL, HTTP/HTTPS and EAS processes and understood the different SAAS development processes and methodologies.
* **Environment**: Saleforce.com platform, service cloud, sales cloud Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, Reports and Dashboards, Workflow & Approvals, Custom Objects, Custom Tabs, Email Services, Security Controls, MS Office Suite (Word, Excel, PowerPoint, Outlook), MS Project, Windows XP.

**Certifications:**

* **Salesforce Certified Platform Developer-1**
* **Salesforce Certified Administrator**

**Professional Reference**

Upon Request