**Sheharyar Mohsin**

A Senior Salesforce Consultant with 7 years of experience in the field of Salesforce CRM and professional experience in software analysis and development. Worked on Salesforce Experience Cloud, Sales Cloud and Service Cloud. Skilled in Lightening Web components and Aura. Experienced with different stages of software development lifecycle.

**Academic Summary:**

Master of Science in Computer Science

Bachelor of Science in Computer Science

**Certification/ Training Summary:**

* Platform Developer 1 – Salesforce
* Administrator – Salesforce
* Platform App Builder – Salesforce
* Sales Cloud Consultant – Salesforce
* Service Cloud Consultant – Salesforce
* Sharing and Visibility Architect – Salesforce
* Data Architect – Salesforce
* Application Architect – Salesforce

**Tech Stack/ Skills:**

* **Languages:** HTML, CSS, JavaScript, SOQL, Apex
* **Development:** Lightning Web Components, Lightning Aura Components, Visualforce Pages, Force.com sites, Integration with JSON payload, Creating Custom Fields, Validation Rules & Formula Fields
* **Configuration:** Configuring Salesforce Workflows, Process Builders & Flows. Setting up Users, Page Layouts, Profiles, Permission Sets and Sharing Rules. Deployment using Packages, Changesets and Force.com IDE. Configuration of OOTB Functionalities provided by Salesforce (Omni Channel, Live Chat, Web-to-case, Email-to-case etc.).
* **Work Environments:** Agile (Scrum)

**Work Summary:**

**Retail Business Support and Enhancement Project**

**Environment: Experience Cloud, Service Cloud, Aura**

**Outline:** The project is a retail business having different products. Salesforce was mainly used for after-sales processes like warranty, refund, replacement, etc. Also includes live agent chat and case management.

**Responsibilities**:

* Worked as Senior Salesforce Developer
* Worked with case management (web-to-case, email-t-case etc.)
* Worked with Lightning Aura components
* Worked on Custom logic for Apex triggers
* Carried out custom development with Experience Cloud using Aura components
* Worked with Record types, page layouts, and lightning pages

**Real Estate Services**

**Environment:** **Service and** **Experience Cloud, Aura**

**Outline:** A support project for Service and Experience Cloud. This project involved leveraging out-of-the-box functionalities provided by Salesforce to implement client requirements of Lead assignment rules, Case assignment rules, and Community customizations.

**Responsibilities**:

* Worked as a Salesforce Developer
* Developed Lightning Aura Components for the Salesforce Communities
* Developed and deployed custom solutions using Lightning Components, Apex classes and Apex Triggers
* Developed test classes for Apex class and improved code coverage
* Worked on different Email Templates for sending Emails through Salesforce
* Worked with process builder for case management

**Real-Estate Domain Implementation**

**Environment:** **Sales Cloud, LWC**

**Outline:** The project was focused on the implementation of a Sales cycle for real estate business. This was to assist the users in lead management and then conversion of the leads to actual sales of the units in a given project that was built by the builder company. It also included the processes that were required after the sale of a unit has been done like transfer of a unit, cancellation of a unit, sale-purchase agreement, etc.

**Responsibilities**:

* Worked as a Senior Salesforce Developer to work with custom screen development with LWC
* Conducted PoC for the Field Service Lightning in Salesforce and implemented the initial requirements
* Worked on Apex triggers, batch classes, and flows
* Worked in a role to assist junior resources

**Migration of Metadata with Multiple Orgs**

**Environment:** **Sales Cloud**

**Outline:** The customer has multiple orgs which have different customizations for multiple vendors. There are some timely migrations and merging of metadata within these orgs and then the client’s support team builds customizations on top of it.

**Responsibilities**:

* Worked as Salesforce Consultant
* Migrated metadata components using VS code
* Cleansed metadata and dependencies of components
* Supported and fixed enhancements
* Worked on XML package extension usage

**Process Automation Optimization Project**

**Environment: Sales Cloud**

**Outline:** The project implemented a sales cloud that has multiple product lines. This was a support project and the target for this was to optimize the process automation like Process builders and flows.

**Responsibilities**:

* Worked as a Salesforce developer
* Worked on Process automation optimizations
* Converted process builder to flows
* Provided Support for production issues
* Worked with Apex triggers

**AppExchange Product**

**Environment: Sales Cloud, Aura**

**Outline:** A Salesforce AppExchange product that is based on POS that is fully integrated with the highest caliber of Loan Origination Systems that credits agencies to provide pre-qualification for any borrower.

**Responsibilities**:

* Worked as a Salesforce Developer on this AppExchange Product development
* Developed and customized Lightning Aura Components and Visual Force pages using an extension, custom controllers, and standard controllers for multiple business scenarios such as Lead capture, API Callouts and showing API responses
* Worked on customization including records creating, updating, and deleting functionalities developed over Apex Trigger, VF pages, and Lightning Aura Component
* Created and maintained Custom Objects and fields using picklist values, validation rules, and formula fields on record type and Page layouts to the custom objects
* Worked on Force.com Sites using Visual Force pages applying customized JavaScript and HTML for Custom Web to lead Portal
* Worked on Integrations with Azure middleware using multiple REST API Callouts through Configuration done with Custom Meta Data, Protected Custom Settings, and authentication using Named Credential
* Ensured that the product passes through Salesforce Security Review
* Worked on apex sharing for enforcing the Security model for Field Level Security and object level (Create, Read, Update, Delete) in code
* Developed test classes for Apex class and worked for improving code coverage