**­­­Professional Summary:**

* Certified Salesforce Developer with an extensive 10 years of experience in all facets of SalesForce.com administration, customization, integration, analysis, and testing of Salesforce Lightning Development and Administration experience.
* Skilled in Manufacturing, Telecom, Administration, Publishing and Healthcare domains.
* Participated and collaborated with Network, Operations, Sales, Services and Support teams in various stages of the project life cycle primarily design, implementation, development, deployment, testing, and enhancement to create application specific requirements.
* Implemented and delivered projects under Agile Development Environment and Test-Driven Environments with large & small project teams with JIRA and TFS for Issue tracking.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing using test cases to prove that system conform to specifications of business and quality requirements.
* Best Programming Practices - Design & Development with Apex Classes, Apex Triggers, Visual force and Force.com API, SOAP & Rest Web services.
* Implementation experience in migration from Salesforce Classic functionality to Salesforce Lightning; Lightning Web Components, andLightning-Out functionality.
* Developed Lightning components framework and some tools for developers make it easier to build responsive applications for the force.com platform.
* Extensive experience in designing, creating and maintaining Salesforce.com Workflow Rules, Approvals, Email Templates (HTML-5 & Visual Force Templates),Report, Dashboard, Visual Force, Apex and Lightning UI experience.
* Extensive experience using Salesforce Administration including Security & Accessibility standards, Territory / Currency Management, Mobile/Data/Email Administration, Translation Workbench.
* Experience in customizing Salesforce CRM for Lead management and case management used Force.com, REST API Web services and outbound messaging for implementing web services to integrate External systems and websites.
* Developed Lightning Component Framework and built Lightning component using Lightning Web Components and aura framework.
* Experience in Installation of Salesforce AppExchange Apps, configuration and maintenance of user security permissions in compliance with organizational needs.
* Worked and implemented functionalities related to VEEVA CRM modules Account Planning, Survey, Multi-Channel Cycle Plans, Medical Inquiry, Medial Events, Call other VEEVA custom objects.
* Troubleshooting VEEVA iREP sync issue with VEEVA Mobile Configurations, VEEVA Settings
* Regular activities include upgrading the application as per requirement, work with the vendor to troubleshoot an issue with the product, on-call support, maintaining the application that includes manager and agent software upgrade, applying software fixes.

**Technical Skills:**

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| --- | --- | --- |
| Force.com | : | Sales/Service cloud, Apex Classes/Controllers/Triggers, Visual Force, Lightning, Web Services, Change Management, Visual Code, VEEVA CRM, VEEVA VAULT |
| Tools | : | Eclipse Force.com IDE, Visual Code, IntelliJ IDEA Community Edition, ANT, Dataloader.io, Apex Data Loader, Workbench, JIRA, Confluence, TFS |
| Database | : | MS SQL Server, MY SQL, MS Access SOQL, and SOSL. |
| Programming Languages | : | Apex, SQL, Java, Visualforce page, J-Query, SQL, C++ |
| Packages / SDLC Methodologies | : | Microsoft Outlook, MS PowerPoint, MS Excel, MS Project, MS Visio, Eclipse IDE, JIRA, IBM API Connect Waterfall, Iterative, Agile Scrum, KanBan |

**Professional Certifications:**

* Salesforce Certified Administrator
* Salesforce Platform Developer 1

**Professional Experience:**

**Client: Wabtec Corporation ,PA April 2019 To Present   
Role: Sr. Salesforce Developer**

**Responsibilities:**

* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on an agile environment with JIRA and Confluence tools
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder, and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Started working with Lightning web components in the migration process from Classic to Lightning to build custom pages as per better performance.
* Implemented Field Service Lightning to manage work orders and scheduling for optimization to formulate the optimal schedule for teams and customers.
* Experience in Powerful command-line interface (CLI), SFDX and VS Coderemoves the complexity of working with Salesforce org for development, continuous integration, and delivery using Salesforce DX
* Designed and developed Lightning Web Components using HTML, CSS, and JavaScript. You'll create user interfaces, implement business logic, and integrate with backend systems using Apex (Salesforce's proprietary programming language) and external APIs.
* Responsible for testing and debugging Lightning Web Components to ensure they function correctly. This includes writing unit tests, conducting manual testing, and using debugging tools provided by Salesforce, such as the Lightning Web Components Inspector.
* Collaborated with cross-functional teams to gather and analyze business requirements for Omniscript projects, resulting in [specific outcome or improvement]
* Development of code using source code management systems, including branching and merging of code; GitHub and Continuous integration using Jenkins
* Built responsive web applications using React.js, resulting in a 20% improvement in mobile user engagement and a 15% decrease in bounce rates.
* Configuration on Veeva Vault applications including VEEVA VAULT with CLM presentation and well-versed in all aspects of the Veeva platform and applications, including the application functions, system and business administration setting
* Developed a reusable library of React components and implemented a component-based architecture, streamlining development and reducing maintenance effort by 30%.
* Customized Omniscripts by developing and integrating custom components, optimizing user interactions and data management
* Developed projects based out of sharing rules as per the country-specific visibility model
* Experience in developing Apex triggers and controllers, and VisualForce pages using Eclipse Force.com IDE and Salesforce console dev environments
* Created and maintained the documentation for Design, Migration, and Integration

**Environment:**VEEVA CRM, Salesforce Lightning, Lightning-Out, Sales Cloud, Apex, Visual Force, Salesforce1, Salesforce DX, VS Code, Salesforce VEEVA, HTML, Workflow and Approvals, SOSL, SOQL.

**Client: Wellpoint, Richmond,Virginia January 2017 – March 2019  
Role: Salesforce Consultant**

**Responsibilities:**

* Created and maintained the documentation for Design, Migration, and Integration
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Enhanced in Communities by adding new fields, field sets using Salesforce Lightning.
* Planned and proposed several integration techniques and using the integration method based on the data and response.
* Experienced in integration of Salesforce.com with external applications by setting up OAuth authentication between the Client and the Force.com platform and also building bi-directional integration using Metadata API and APEX RESTFUL Services.
* Responsible for mapping documents of objects with respect to SAP systems integration with PI tool
* Worked as an Integration Developer to integrate with 3rd party application with salesforce
* Worked on Lightning migration project on converting present Visualforce pages to Lightning pages
* Apex and administrative troubleshooting; created workflows using process builder as per business requirement

**Environment:** VEEVA CRM, Salesforce Lightning, Lightning-Out, Sales Cloud, Apex, Visual Force, Salesforce1, Salesforce VEEVA, HTML, Workflow and Approvals, SOSL, SOQL, Validation rules.

**Client: Allergen, New Jersey September 2015 – December 2016  
Role: Salesforce Consultant**

**Responsibilities:**

* Experience in leading the project with an off-shore team and conducting a business meeting to gather requirements
* Experience in providing the knowledge transfer to the offshore team and conducting weekly meet for the progress update
* Worked in Lightning migration project in a Pharma domain and also have experience on Salesforce VEEVA
* Worked on the Lightning-Out functionality to build an application without enabling Lightning and my domain in the org
* Created Lightning actions in order topopulate fields based on user input and provide feedback messages to users instead of using JavaScript as there are not compatible.
* Worked on territory management tool in VEEVA CRM; Zip to Terr for data alignments
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Developed Lightning components using Lightning-Out feature and used those components in visual force pages for Lightning UI look and feel with functionality
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Experience in troubleshooting the apex code and making necessary changes as per business requirements
* Implemented Omni-Channel functionality, in Web, Email and Live Agent functionality
* Experience over Salesforce1 application development as per the business requirements.

**Environment:**Salesforce Lightning,Lightning-Out,VEEVA CRM, Sales Cloud, Apex, Javascript, Visual Force,Salesforce1, Salesforce VEEVA, HTML, Workflow and Approvals, SOSL, SOQL, Validation rules.

**Client: UPS, New Jersey July 2013 –August 2015  
Role:Salesforce Developer**

**Responsibilities:**

* Service Cloud Omni-Channel implementation from end-to-end - Configured routing rules based on queue management for Email-to-Case, Web-to-Case and (Live Agent)Chat channels and implemented SLA based on business hours
* Streamline the RFP process for maximum productivity and efficiency; involved in installing/configuring the Co-Browse application - GLANCE (AppExchange product)
* Proficient on RFP of Salesforce AppExchange products - Worked on outbound messages with AppExchange products for User provisioning and built a custom Lightning component to retrieve databases on the user details
* Worked on Lightning flow action to perform certain action such the ability to loop through a series of records and also to create a Collection in memory of all of the matches
* Developed and maintained visual force pages, custom components with responsive designs and custom display of SOQL queries over the Visualforce pages as per business reporting
* Involved in Data modeling of the contact management – person account; Build Lightning components for the contact management over the service console and created different Lightningmodals for each aspect
* Worked on Salesforce.com Service Cloud functionality, including equipment services customer portal that allows customers to login to the community and get account info, create cases, order parts, see their work orders, invoices and estimates.
* Developed Apex classes along with Enabling Aura to make them available to Lightning components
* Managed customization of Salesforce Communities and performed various configurations related to Communities Implemented Knowledge Management.
* Collaborated with the Content team to implement its Internal Knowledge Base using Communities and custom Lightning components.
* Followed development best practices. Developed scalable, Optimized and maintainable Apex code considering the governor limits.
* Implemented Validation Rules, Workflow, triggers as per application business automation requirements.
* Experienced in developing customized solutions, creating and publishing API's using IBM API Connect
* Strong experience with API Connect - design, documentation, development, deployment, administration, auditing, security and monitoring.
* Involved in building the API's from IBM APIC to connect salesforce and CTI DB web services to retrieve recent call history data and fetch over a Lightning component for CSV users on Service console
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
* Build the organization’s Role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.

**Environment:** Salesforce.com unlimited edition, AZURE, Salesforce Lightning, Service Cloud, Apex, Javascript, Visual Force, Salesforce AppExchange, HTML, IBM API Connect, Reports and dashboards, TFS, workflow and approvals, SOSL, SOQL, Validation rules.

**Education:**

Bachelor of Computer Sciences - University Putra Malaysia 1997