



MOHD WASEEMUDDIN

Salesforce Developer

PROFILE

Seeking challenging and growth-oriented assignment with in progressive account in the organization.

Have an excellent track record of successful project deliveries and maintaining client relationship, self-motivated team player with a result oriented management style, excellent communication and management skills, with strong technical and analytical abilities.

CONTACT

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8978-010-715

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Waseem.sfdc1@gmail.com

ACHIEVEMENTS

- Won Gold Medal for my performance in Intermediate
- Secured 9 Super Batches in Salesforce Trailheads
- Secured Ranger rank in Salesforce

Active Visa's

- USA B1/B2 (Valid till 2026)

CERTIFICATION



PROFESSIONAL SUMMARY

- Working as Salesforce Consultant from past **8.3 years** on **Requirement gathering, Process improvement plans**
- Conducting **Training Session** for User on Developed Requirement and Creating **User Manuals**.
- Providing Salesforce **Technical Support** to End Users
- Experience in capturing client requirement, **Designing Solutions** using standard, custom approach of Salesforce applications
- Creating **Functional requirement** based on Client Requirement, Enhancements and Issues.
- Creation of **JIRA Stories** based on Given, When, Then model based on **Functional Requirement**
- Conducting **Refinement** sessions and **3-Emigo** Sessions for Solution Design and **Story point estimation**.
- **Deployment planning** and **Performing Deployments** using Different Tools such as **VS Code, Change Set, Jenkins, SFDX, Bit Bucket and Github**.
- Experience in Salesforce **App exchange package upgradations**
- Experienced working with **Field Service Lightning (FSL) Salesforce CPQ and Adobe EchoSign**, **Integrations** with marketing platform like **HubSpot, CTI integration** solutions with Salesforce
- Experienced in **Lightning Aura Component Framework, SLDS, JavaScript and Lightning Customizations APEX classes, Triggers, Visual Force** pages, Controllers and **Integration** with other system using API's
- Proficiency in administrative tasks functionalities like Entitlements, Milestones, Omni Channel setup, Security setup, Automation and Approvals, Reports & Dashboards designing Salesforce communities.

SKILLS

Salesforce Technologies	Lightning Development, SOQL, SOSL, Apex Trigger, Apex Class, Visualforce Page, WorkFlow, Process Builder, Approval process, Report & Dashboard, Entitlement, Milestones.
Salesforce Packages	Salesforce CPQ, Field Service Lightning
Languages	Apex, JavaScript, HTML, Visualforce
Tools Used	Visual Studio Code, Apex Data Loader, JIRA, Eclipse IDE, Workbench, Copado
Software Methodology	Waterfall model, Agile.

WORK EXPERIENCE

Company	Designation	Duration
ValueLabs	Senior Software Consultant	26-Oct-2018 – Till Date
Capgemini	Associate Consultant	09-Mar-2017 - 25-Oct-2018
CSC	Software Consultant	09-Sept-2014 - 03-Mar-2017

SUMMARY OF PROJECTS

Client : Citation

Project Description: Citation provides Health and Safety support and HR & Employment Law services for UK businesses. Over 20000 clients rely on citations legal experts for 24/7 Service. Citation uses Salesforce to manage all customer interaction and order management to contract creation.

Roles and Responsibilities:

- Copado for managing deployments CI/CD.
- FSL (Field Service Lightning)
- Understanding the requirements and proposing the appropriate solution model for requirements and sizing it.
- Managing functionality Development using standard salesforce tools, automation and/or using Apex code
- Making Org ready for Migration to Lightning by changing the unsupported components in lightning to appropriate solution model of Lightning
- Making Changes on top of Salesforce CPQ to meet the client requirements.
- Conducting **Training Session** for User on Developed Requirement and Creating **User Manuals**.
- Providing Salesforce **Technical Support** to End Users
- Experience in capturing client requirement, **Designing Solutions** using standard, custom approach of Salesforce applications
- Creating **Functional requirement** based on Client Requirement, Enhancements and Issues.
- Creation of **JIRA Stories** based on Given, When, Then model based on **Functional Requirement**
- Conducting **Refinement** sessions and **3-Emigo** Sessions for Solution Design and **Story point estimation**.

Client : EPM

Project : Salesforce –HubSpot Integration

Project Description: EPM is an accredited and national award winning education services, EPM business support more than 1,600 schools, academies and multi-academy trusts (MATs) nationwide providing HR, Payroll & Pensions, Safeguarding and Health & Safety. EPM uses Sales Cloud functionality of Salesforce to manage, convert Lead/Prospects and Order processing with Hubspot for Marketing.

Roles and Responsibilities:

- Integrating Design of Hubspot and Salesforce for seamless data transmission between two systems
- Providing Design of selective integration, such that only the desired data is being synchronized
- Understanding the requirement and developing design and implementing in the org
- Interacting with the client to discuss on design implementation strategy
- Providing the channel that would selectively pass salesforce record for processing to hubspot
- Functional Design in Salesforce to trigger Hubspot workflows
- Data Synchronization for existing data
- Setting up duplicate rules to avoid sync errors and issues

Client : EPM

Project : EPM Development

Project Description: Designing the Org structure to manage generate leads, convert leads, create Opportunities, Quotes and Contract along with sending the document by integrating with Adobe EchoSign and providing automation at different stages of Sales cycle and generate different reports for Sales analysis.

Roles and Responsibilities:

- Understanding the requirement by interacting with the client
- Creating Functional Requirement Document and Conducting Functional Review Session
- Proposing the proper solution to achieve the target result and providing with estimates
- Creating Functional requirement based on Client Requirement, Enhancements and Issues.
- Creation of JIRA Stories based on Given, When, Then model based on Functional Requirement
- Conducting Refinement sessions and 3-Emigo Sessions for Solution Design
- Deploying code using Workbench

Client : Sodexo

Project : Salesforce CTI

Project Description: Sodexo is a food services and facilities management company, which provides Meal card, Fuel card, Resto pass and voucher service to different consumers and companies around the globe. Service Cloud is used by Sodexo to manage all the Service functionality to its clients, partners and consumers.

Roles and Responsibilities:

- Understanding the requirement by interacting with the client and proposing the solution to achieve the target result
- Designing Service cloud console as per the requirement so that Agents can do their task with minimal manual work
- Configuring Salesforce CTI, so that agents can handle the interaction with customers from salesforce providing all the required information which can help in faster issue resolutions
- Designing Case management functionality and building automation around it.
- Designing Omni channel setup and routing mechanism
- Designing the security model so that data is visible to intended users.
- Designing REST API's Mechanism to expose the desired details of case to end users on other systems.

Client : Kemper

Project : Right Price Web Blaze Rule Engine

Project Description: RPW is the front end application for KEMPER used by agents and underwriters to create quotes and issue policies. It manages the Underwriting Guidelines, State specific Rule Implementations and has integration with Rating engine for Kemper personal lines insurance products personal Auto and Home owners. Blaze rule engine was implemented to track all the errors encountered during underwriting and policy issuance process

Roles and Responsibilities:

- Creating Functional requirement based on Client Requirement, Enhancements and Issues.
- Provide T-Shirt size estimates and Actual estimates as per requirements
- Manage for BRD walk through, FRD walk through & IT Kickoff meetings.
- Created technical specification document and functional design documents as per business requirement.
- Created Apex Classes, Test Methods and Workflows.
- Design Page Layouts to organize fields, custom links, and other components on record pages.

EDUCATION

Course	College	Percentage	Year
Bachelor of Technology (B.Tech)	Vijay Rural Engineering College	78.13%	2013
Intermediate Education	Sri Narayana Junior College	94.2 %	2009
S.S.C	Golden Jubilee High School	78.15%	2007

PERSONAL DETAILS

Name	Mohd Waseemuddin
Date of Birth	17-05-1992
Status	Married
Permanent Address	H.no: 1-5-73, Phulong street, Nizamabad
Father Name	Mohd Khatib Moinuddin
Language	English, Hindi, Telugu
Nationality	Indian
Passport No	L5399605 (Valid till 10/2023)
Current Valid Visa	USA B1/B2 (Valid till 06/2026)

I hearby declare that all the information provided is correct to the best of my knowledge.

Yours Faithfully

Mohd Waseemuddin