**Madiha fatima**

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Seeking challenging and growth-oriented assignment within progressive account in the organization. An efficient learner having focused goal of achieving professional expertise through hard work and self determination.

**SKILLS AND pROFILE**

* Having **4+ years** of experience in Salesforce.com CRM, Force.com platform using **Lightning, Visual force and Apex** as Developer and Administrator.
* Experience in capturing client requirement, Designing, Development, Configuration, Implementation and Sales force applications.
* Proficiency in administrative tasks like creating **Profiles, Roles, Users, Workflows & Approvals, Reports & Dashboards, Developed Formula fields, Validation rules, Relationships**.
* Experience in designing **custom objects, custom fields, Page layouts**, custom Tabs and custom reports.
* Experience in **Batch Processing** (Batch Apex) with scheduling (Manual & Automated).
* Experience in developing APEX classes, **Triggers**, Visual Force pages, Controllers, writing Workflows, Force.com API.
* Experience in various salesforce.com standard objects like Accounts, Contacts, Opportunities, Leads, Campaigns, Reports and Dashboards.
* Hands on experience in querying salesforce.com database using **SOQL** queries using Force.com Explorer.

**SUMMARY OF PROJECTS**

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| **Client** | **US Bank** |
| Project Name | Dealer Services Application |
| Description | The purpose of this project is to mainly develop a Dealer Services Application using the Sales and Service Cloud features in Salesforce CRM. As per the Business Functionality CCRM Application is used by Bankers/Employees of the US Bank. This application mainly revolves around Prospects/Leads for the customers along with Accounts and Opportunities. |
| Roles and  Responsibilities | * Implemented **Live Agent** Chat functionality for the users. * Worked on Integration with third party application using REST API. * Developed lightning components and Apex classes as per the requirement. * Creating relationships between the objects using Lookup and Master Detail relationship * Created workflow rules and defined related tasks, time triggered tasks. * Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits. * Created Apex Classes, Test Methods and Workflows. * Created Page Layouts to organize fields, and other components on record pages. * Implemented various advanced fields like Pick list Fields, Custom Formula Fields and defined Field Dependencies for custom pick list fields. |
| **Client** | **US Bank** |
| Project Name | CCRM Application |
| Description | The purpose of this project is to mainly Develop a CCRM Application using the Sales Cloud features in Salesforce CRM. As per the Business Functionality CCRM Application is used by Bankers/Employees of the US Bank. This application mainly revolves around Opportunities for the customers along with Accounts and Contacts. |
| Roles and Responsibilities | * Created technical specification document and functional design documents as per business requirement. * Worked on Integration between Salesforce and Power BI. * Developed lightning components and Apex classes as per the requirement. * Creating relationships between the objects using Lookup and Master Detail relationship * Created workflow rules and defined related tasks, time triggered tasks. * Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits. * Created Apex Classes, Test Methods and Workflows. * Created Page Layouts to organize fields, and other components on record pages. * Implemented various advanced fields like Pick list Fields, Custom Formula Fields and defined Field Dependencies for custom pick list fields |
| **Client** | **Humana** |
| Project Name | CRM Service Application. |
| Description | The purpose of this project is to mainly Develop a CRM Service Application using the Service Cloud features in Salesforce CRM. As per the Business Functionality as Humana is the leading Health care provider in USA, Data resides in various Legacy systems. As per the Technical functionality mostly webservice callouts will happen frequently to fetch customer data and solve their issues as well as Representation of data in VF pages should be compelling to the Users |
| Roles and Responsibilities | * Created technical specification document and functional design documents as per business requirement. * Involved in developing lightning components and Apex classes as per the requirement. * Creating relationships between the objects using Lookup and Master Detail relationship * Created workflow rules and defined related tasks, time triggered tasks, email alerts. * Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits. * Created Apex Classes, Test Methods and Workflows. * Created Page Layouts to organize fields, custom links, and other components on record pages. * Implemented various advanced fields like Pick list Fields, Custom Formula Fields and defined Field Dependencies for custom pick list fields. |
| **Client** | **New York Road Runners** |
| Project Name | New York Road Runners, USA |
| Description | New York Road Runners (NYRR) is a non-profit organization that hosts running events in New York City. NYRR conducts more than 100 events each year, including races, classes, clinics, and lectures. In addition, the NYRR Foundation creates school-based running teams through Running Partners, a youth development program serving schools with few or no recreation programs. For many of these events they partner with outside companies.  The site is a portal, where NYRR partners can view documentation leading up to an event, and also receive post-event documents. The project's aim is to enable Partner's and general users to  register for events like Marathon. Race etc There was a custom Partner portal process designed by the team which included many custom objects, validation rules, workflow rules, reports, triggers. Visual force pages. Apex classes and Communities. |
| Roles and Responsibilities | * Co-ordinated with the Clients and gathered requirements with the help of meetings. * Performed Development in accordance with the Architecture. * Worked on Apex Classes, Apex Triggers and VF pages. * Developed Custom Objects, Custom Fields, Record Types, Workflows, Data Validation Rules, Custom Tabs, Page Layouts, Look-up & Master-Detail Relationships, Junction Objects. * Used Data-Loader for migrating the data. * Involved in daily status calls with the Scrum Team and communicated the project status along with highlighting of impediments, if any. |

**Work EXPERIENCE**

**Total IT Experience: 4 Years 4 Months.**

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| **Company Name** | **Designation** | **Duration** |
| Tata Consultancy Services | Developer | 22-08-2016 to 27-05-2019 |
| Cognizant | Developer | 30-05-2019 to till date |

**CERTIFICATION:**

**Salesforce Certified Platform Developer I**

**Salesforce Certified Platform App Builder**

**Salesforce Certified Administrator**

**EDUCATION**

B. Tech: Vardhaman Engineering College - ECE - 2016 (81%)

Board of intermediate

(11 and 12th): Narayana Junior College – M.P.C - 2012 (94%)

SSC (10th): Tagore High School - 2010 (89%)

**PERSONAL VITAE**

Date of Birth: 03-06-1995

Languages Known: English, Telugu & Hindi

Interests: Playing cricket, Playing chess.

Address: Injapur, Hyderabad, Telangana.