Saif Malik

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Professional Summary

I am a Salesforce Developer with 1.5 years of experience. My expertise lies in developing custom Apex triggers, classes, and controllers, as well as creating Lightning components and utilizing declarative tools such as Approval Process and Flow Builder to automate business processes. I'm Proficient in administration, configuration, customization, development, and support on the salesforce.com platform. I have analyzed and documented workflows and functionality of existing systems. I'm familiar with all phases of SDLC and proficient in requirement gathering, analysis, designing and development. I'm very adaptable to new tools, techniques, and approaches.

Work Experience

SALESFORCE DEVELOPER | CYBERSOLVE PVT LTD | FEBRUARY 2022 - PRESENT

Project Name: DOCINSURE
Brief: Sales Cloud Implementation and Online Portal to capture leads and schedule meetings via public sites, and Experience Cloud Partner Community setup.
Duration: February 2023 – Present
Roles and Responsibilities:

- Designed and developed the visual force pages as a portal to automate the sales process and create a seamless user experience for the end-users. also ensured that the UI is aligned with the branding and logo to provide a consistent brand image to the end-users.
- Created and implemented the functionality to capture leads from the portal and track the lead status throughout the sales process. Integrated the portal with Salesforce CRM to ensure that leads are automatically created, updated, and converted to opportunities as per the business process.
- Developed and implemented email automation functionality to remind and confirm meetings with the leads to increase the conversion rate.
- Designed and developed reports and dashboards to provide better business insights and analytics to the management for effective decision-making.
- Enabled and did the setup for person account record types to better capture records related to individual accounts.
- We did Salesforce Inbox Setup and Gmail Integration to enable efficient communication and collaboration and also to make Salesforce accessible from Gmail.
- Collaborated with cross-functional teams, such as business analysts, stakeholders, and other developers to understand requirements, identify areas of improvement, and propose solutions to enhance the sales process.

Project Name: Event Management
Brief: Event management process automation and data management.
Duration: August 2022 – October 2022
Roles and Responsibilities:

- Created custom objects, fields, and relationships to meet business requirements. Developed Lightning Web Components (LWC) leveraging the Salesforce Lightning Design System.
- Created custom LWC Components to add new events and search through upcoming events.
- Created custom LWC Components to show details about the event, speaker, and attendees.
- Developed Apex classes, triggers, and batch jobs to implement complex business logic, including error handling, and duplicate checking, and also Developed an APEX REST API to send upcoming event details to a third party in JSON format.
- Configured the Salesforce platform to meet the project's needs. I set up user profiles, roles, and permissions to control data access. also created sharing rules, and implemented data validation rules to enforce data integrity.

Education

BACHELOR OF TECHNOLOGY | AUGUST 2018 – JULY 2022
DR A.P.J Abdul Kalam Technical University

Skills & Abilities

CRM:	Salesforce
Admin:	Flows, Approval Processes, Validation Rules, Profiles, and Permission sets…
Force.com:	Apex, Visual Force, SOQL, Apex Triggers, Apex Workflow, Apex Data Loader…
Web Technologies:	HTML, CSS, JavaScript
IDE:	Force.com IDE, VS Code (Visual Studio Code)
Version Control:	Git VCS & GitHub
Languages:	HINDI (Native), ENGLISH (Professional Level)

Certifications

Salesforce Certified Associate
Salesforce Certified Administrator
Salesforce Certified Platform Developer 1 (PD1)
Salesforce Certified JavaScript Developer 1 (JS1)