



Hayat

SUMMARY:

- **Salesforce Certified Administrator/Developer** with 10+ years of experience in the IT industry and 11+ years in **Salesforce CRM** and **Force.com** platform implementation: Analysis, Design, Development, Administration, and supporting the cloud applications.
- Experience in working with **Agile (Scrum)** Software Development Life Cycle (**SDLC**) worked closely with Business users and Subject matter experts (**SME's**) for requirement gathering.
- Experience in **Requirements** gathering, requirements analysis, workflow diagrams, use-cases using MS Visio.
- Experience in working across various **Salesforce.com CRM implementations** covering **Sales Cloud, Service Cloud, Community Cloud**, and a good understanding of other cloud applications like (**Marketing Cloud, Call Center**).
- Extensive experience in **SFDC** development to develop **Custom** Business logic using **Apex Classes, Controllers, Extensions, SOQL, SOSL, DML, Triggers, Batch Apex, Schedule Apex, Extensions, Governor Limits, Schema, Plugins, Test Classes, Visual Force** Pages, HTML, **JavaScript**.
- Good implementation knowledge of Configuration and customizations in **Salesforce**.
- Good knowledge of **Integrating** Salesforce with third-party legacy applications using **SOAP API, REST API for data migration, and functional integration**.
- Good experience in automating business Processes using **Approval Process, Lightning Process Builder, Workflows**, and Auto-Response Rules.
- Experienced in **Administration** setup - Managing **Users** (Roles, Profiles, and Permission sets), **Page** layouts, **Security** implementation, **Data** Management, **Validation** rules, **Field** level security, Configuring **Workflow, Approval** process, **Reports**, and **Dashboards**.
- Experience using marketing **automation** tools like **Marketo** and **HubSpot**.
- Experience in **Web Technologies** including HTML, XML, CSS, and JavaScript.
- Experience in working with **Apex** Data Loader, Import Wizard, and Data Manipulation Language for **Data Migration** and Management in bulk.
- Good experience in working with deployment tools like **Ant, Force.com IDE**, and **Changesets** for metadata deployments.
- Excellent **communication** skills and ability to work alongside support teams to define and refine new functionality.
- An effective team **player** with excellent problem-solving and interpersonal skills.

EDUCATION:

B.Sc. (Information Technology)

TECHNICALSKILLS:

Salesforce Technologies	Salesforce CRM, Apex Classes (Controllers, Wrapper, Test), Visual Force (Pages, Components Operations, SOQL, SOSL, Schema, Mail Services, Future Methods, Governor Limits, Batch, Schedule, SFDC Customizations (Roles, Profiles, Page Layouts, Workflow Alerts, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Field Dependencies, Updates, Workflow Rules, Approval Process).
Tools	VS Code, Force.com Eclipse IDE Plug-in, Force.com Explorer, Data Loader, Excel Connector, Force.com Platform (Sandbox and Production)
Programming Languages	Apex, Java, C
Web Technologies	LWC, AURA ,Html, CSS, Xml, JavaScript
Database Systems	Oracle 10g, MS SQL Server 2008/2005
Version Control Tools	GitHub, Bitbucket
Operating System	Windows OS, Linux Ubuntu 11.10, Mac OS

PROFESSIONAL EXPERIENCE:

DynaSoft India

12/21 – Present

Salesforce Architect/Sr. Salesforce Developer

Responsibilities:

- Perform business **Requirement's** analysis with business analyst for **Salesforce** implementation.
- Collaborate in developer meetings with **design** and solutions.
- Analyzed **technical** debt, **refactored** the code for better performance.
- Created Custom **Objects, Fields, Tabs, Page** layouts, **Record** types and maintained **Field** level security as per the business requirement.
- Customized various Salesforce.com **Standard** objects like Account, Opportunity, Case, Work Order, Line Items.
- Used **SOQL & SOSL** with consideration to **Governor** Limits for data manipulation needs of the application using platform database objects.
- Involved in **Design** meetings, put forward best design, take reviews, and creating an optimized solution for the business requirement.
- Create custom **Apex class** to implement custom solutions based on the business requirement.
- Create lightning components to build custom UI on **Aura** and **LWC** framework based on different business use cases.
- Created modified Apex **Triggers**, to implement automations based on business requirements.

Greytrix India Pvt LTD

10/19 – 11/21

Sr. Salesforce Developer

Responsibilities:

- Worked as an **Admin/Developer** on multiple projects.
- Performed business **Requirement's** analysis with business analyst for **Salesforce** implementation.
- Customized various Salesforce.com **Standard** objects like Account, Opportunity, Opportunity Line Items, Products, Case, Work Order, Line Items.
- Created Custom **Objects, Fields, Tabs, Page** layouts, **Record** types and maintained **Field** level security as per the business requirement.
- Created Roles, **Profiles, Users** based on the requirement for multiple clients.
- Created **Validation** Rules, Configured Custom **Permissions**, based on the business requirements.
- Created **Permission Sets** to extend access to users.
- Created different process automation solutions using **Process** Builder, **Flows**, Workflow **Rules**.
- Collaborate in developer meetings with **design** and solutions.
- Created lightning components to build custom UI on **Aura** and **LWC** framework based on different business use cases.
- Used **SOQL & SOSL** with consideration to **Governor** Limits for data manipulation needs of the application using platform database objects.
- Involved in dev Sync, deployment, and Sprint **planning** meetings to collaborate with the team.
- Involved in **discovery** sessions and performed business **requirements analysis** with business analyst for **Salesforce** implementation.
- Implemented process automation using **Lightning** Flows, Process **Builder**, and **Workflows**.
- Created Apex **REST** and **SOAP** Web Services for multiple clients to integrate Salesforce with legacy systems to maintain **bi-directional** data synchronization between external systems and Salesforce applications.
- Actively participate in **code** review, suggest better approaches to achieve the results.
- Created/modified Apex **Triggers**, to implement automations based on business requirements.
- Used **Copado** to deploy metadata changes from **sandbox** to other environments

Environment: Salesforce.com unlimited edition, Agile Scrum, S, **Sales** Cloud, Apex Language, SOSL, **SOQL**, Salesforce Lightning (Aura and **LWC**), **VS** Code, Bitbucket, Data Loader, **Copado**, Mavens, Source tree, Workbench.

1. **City of Toronto 311**: Implemented 311 system on Salesforce Service Cloud platform.

Responsibilities:

- Involved in business **Requirement's** analysis with business analyst for **Salesforce** implementation.
- Customized various Salesforce.com **Standard** objects like Case, Work Order, Work Order Line Item.
- Created Custom **Objects, Fields, Tabs, Page** layouts, **Record** types and maintained **Field** level security as per the business requirement.
- Created **Validation** Rules, Configured Custom **Permissions**, based on the business requirements.
- Involved in Sprint **planning**, assigning story points based on complexity.
- Involved in **Design** meetings, put forward best design, take reviews and creating an optimized solution for the business requirement.
- Worked on Salesforce **Field Service** Lightning.
- Actively participate in **code** review, suggest better approaches to achieve the results.
- Analyzed the **code** and made respective **modifications** to incorporate new requirements.
- Developed custom business logic using **Apex** Classes, Apex **Triggers** to meet the business requirements.
- Developed lightning components for different custom UI requirements on **LWC** and **Aura** framework.
- Modified existing **components** to fix bugs and enhance the application continuously/
- Used **SOQL & SOSL** with consideration to **Governor** Limits for data manipulation needs of the application using platform database objects.
- Used **Mulesoft** to migrate data from **Legacy** systems to Salesforce **Service** Cloud.
- **Automated** business processes using **Apex** Triggers.
- Contributed to **duplicate management** engine using **Apex classes** and triggers.
- Implemented custom **validations** on different objects using **Apex** classes and triggers to meet the business requirements.
- **Integrated** third-party systems using REST API.
- Created **Batch** classes to process bulk records.
- Used **Blue Canvas** to deploy metadata changes from **sandbox** to other environments.

Environment: Salesforce.com unlimited edition, Agile Scrum, S, **Service** Cloud, Apex, SOSL, SOQL, Salesforce Lightning, **VS** Code, Bitbucket, **Blue** Canvas, Mavens, Source tree, Workbench.

Greytrix India PVT Ltd

09/11 – 04/19

Jr. Salesforce Developer

Responsibilities:

- Performed business **Requirement's** analysis with business analyst for **Salesforce** implementation.
- Worked on various Salesforce.com **Standard** objects like Case, Work Order, Work Order Line Item, and on some custom objects.
- Created **Workflow** Rules, **Formula** fields, **Roll-up** summary fields, **Validation** rules for different business requirements.
- Created Custom **Objects, Fields, Tabs, Page** layouts, **Record** types and maintained **Field** level security as per the business requirement.
- Created the **Permission** sets, **sharing** settings based on the business requirements.
- Involved in Sprint **planning**, assigning story points based on complexity.
- Involved in **Design** meetings, brainstorming design ideas.
- Involved in **Code** reviews, suggest better approaches to achieve the results.
- Created **Apex** Classes to achieve custom solution based on the business requirements.
- Updated **Lightning** Components, **Controllers** and **Events** in the components to enhance the application continuously.
- Used **SOQL & SOSL** with consideration to **Governor** Limits for data manipulation needs of the application using platform database objects.
- Developed custom **Aura** and **LWC** lightning components to build custom User Interface for multiple objects.

- Created Apex **Triggers** to perform automations on multiple objects.
- Contributed to **duplicate management** engine using **Apex** classes and triggers.
- Implemented custom **validations** on different objects using **Apex** classes and triggers to meet the business requirements.
- Created **REST** Web Services and to integrate Salesforce with Legacy systems to maintain **bi-directional** data synchronization between external systems and Salesforce applications.
- Wrote Scheduled Apex **Batch** classes to process bulk records.
- Created custom lightning **Quick** actions and made respective **code** changes to make Salesforce object's record view mimic desktop behavior on **Salesforce1** mobile app.
- Interacted with the end-users to provide necessary access required for **training** purposes.
- Support **Integrations** between Salesforce and various third-party services.
- Used **Blue Canvas** to deploy metadata changes from **sandbox** to other environments.

Environment: Salesforce.com unlimited edition, Agile Scrum, **Service** Cloud, Apex Language, **SOSL**, SOQL, Salesforce Lightning, **VS** Code, **Blue Canvas**, Mavens, Source tree, **Workbench**, Bitbucket.

3.IOWA Department of Cultural Affairs: Designed and implemented Google Drive Integration with Salesforce.

Responsibilities:

- Involved in client **Discovery** sessions, project **planning** meetings.
- Implemented Client's **Google** Drive **Integration** with Salesforce using Google API's & Services.
- Implemented **File** Uploader to Drive using **Lightning Web Component** and used **Apex** controller.

4.Bold Planning: Designed and implemented **PDF Generator** for the client.

Responsibilities:

- Involved in client **Discovery** sessions, project **planning** meetings.
- Implemented a **PDF Generator** feature using **Apex** classes and a **Lightning** Component.
- Created custom **Permissions**, **custom** fields to restrict the use of document generator.
- workflows based on requirements.

Genesys WorldEye
Salesforce Administrator/Developer

11/2010 –09/11

Responsibilities:

- Create dot net Application for internal company usage.
- **Created** Test Plans, Test Cases and Test Scripts for Unit system, Regression and Load Testing.
- Design, develop and deploy **custom object** page layouts, custom tabs, and components.
- **Collect/Analyze** data for evaluation and improvements and integrate to requirements.
- Participating in requirements phase and **technical conference** calls executing test cases in QC and logging defects.
- Created custom **applications** and **reports** using Salesforce CRM cloud computing.
- Creating **Test scripts** based on the business requirements Specification documents in Quality center.

Environment: Dot net platform, sql