 **** Mir Ali

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**SUMMARY:**

* **Salesforce** **Certified** **Administrator/Developer** with 5 years of experience in IT industry and more than **4** 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** developmentto develop **Custom** Business logicusing **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 on Configuration and customizations in **Salesforce**.
* Good knowledge of **Integrating** Salesforce with third party legacy applications using **SOAP API, REST API’S** **for data migration and functional integration.**
* Good experience in automating the business Processes using **Approval** Process, **Lightning** **Process** Builder, **Workflows**, and Auto-Response Rules.
* Experienced in **Administration** setup - Managing **User** (Roles, Profiles, and Permission sets), **Page** layouts, **Security** implementation, **Data** Management, **Validation** rules and customization, **Field** level security, Configuring **Workflows**, **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 **Change sets** for metadata deployments.
* Excellent **communication** skills and able to work alongside support teams to define and refine new functionality.
* An effective team **player** with excellent problem solving and interpersonal skills.

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| **EDUCATION:** |  |
| Master of Science, Computer Science, 2017 (**University of Illinois Springfield,** Springfield, IL)**TECHNICAL SKILLS:**

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| 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 | Sublime editor, 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, Html, CSS, Xml, JavaScript |
| Database Systems  | Oracle 10g, MS SQL Server 2008/2005 |
| Version Control Tools | Bitbucket, GitHub, Blue Canvas |
| Operating System | Windows OS, Linux Ubuntu 11.10, Mac OS |

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**PROFESSIONAL EXPERIENCE:**  |  |

**Catalyst Consulting Group, Inc. Chicago, IL 06/18 – 03/21**

Salesforce Developer

**1.City of Toronto 311:** Modernized Toronto’s 311 city services system by migrating from legacy systems to Salesforce service Cloud and continuously making enhancements to accommodate new business requirements.

**Responsibilities:**

* Performed business **Requirements** 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 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.
* Involvedin **Design** meetings, put forward best design, take reviews and creating an optimized solution for the business requirement.
* 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.
* Created **Lightning Web Components**, based on business requirement.
* 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.
* **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.
* Support **integrations** between Salesforce and third-party services.
* Used **Blue Canvas** to deploy metadata changes from **sandbox** to other environments.

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

**2.City of Chicago 311:** Modernized Chicago’s 311 city services system by migrating from legacy systems to Salesforce service Cloud and continuously making enhancements to accommodate new business requirements. The new system offers public facing community portal (website) plus a mobile app which provides greater transparency and more ways for the citizens of Chicago to submit and track service requests and a backend system for city workers to manage service request more easily.

**Responsibilities:**

* Performed business **Requirements** 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.
* Involvedin **Design** meetings, put forward best design, take reviews and creating an optimized solution for the business requirement.
* Actively participate in **code** review, suggest better approaches to achieve the results.
* Developed custom Business logic using **Apex** Classes**,** Apex **Triggers** to meet 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.
* **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.
* UpdatedApex **SOAP** and **REST** Web Services and Apex callouts to maintain **bi-directional** data synchronizationbetween external systems and Salesforce application.
* Created custom lightning **Quick** actions and made respective **code** changes to make salesforce object’s record view mimic desktop behaviour 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:** Designedand 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 **Apex** classes.

**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 use of document generator.

**MUFG, San Diego, CA 03/2017 –** **06/18**

Salesforce Developer

**Responsibilities:**

* Performed business **requirements** analysis with business analyst for **Salesforce** implementation and documented the requirements.
* Created **Workflow** rules and defined related tasks, time **Triggered** tasks, **Email** alerts, **Field** updates to implement business logic.
* Used **Approval** Process, **Lightning** Process Builder to automate business processes.
* Developed new functionalities using **Apex** Classes**,** Apex **Triggers, Visualforce** pages**, Lightning** Components**, Controllers** and **Events** and used custom **CSS** in the components.
* Used **SOQL** & **SOSL** with consideration to **Governor** Limits for data manipulation needs of the application using platform database objects.
* Used **Change sets** to deploy metadata from sandbox to production environment.
* Led discussions with the team about feasibility and effective way of leveraging **Saleforce.com CRM** features to best serve the purpose of the requirement.
* Documented current and proposed **process flow**, information flow and conducted detailed **gap analysis**.
* Worked with **Agile** team, to put forward dependence impacting both team, active involvement in scrum of scrum and get the **cross dependencies** visible and address any impediments.
* Design, implementation, administration and troubleshooting **Apttus CPQ** system, managing security profiles and providing **technical support** for Sales users.
* Customize the **Dashboards** to monitor lead activities on Sales geography.
* **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:** Salesforce.com Platform, Sales Cloud, MS Visio, Swim Lane Diagram, High-level Process flow, MS Visio, Visual force pages, Data Loader, Force.com Platform (Sandbox and production).

**Sahitya Technologies Pvt. Ltd, Hyderabad, India 03/14 - 05/15**

**Java Developer Intern**

**Responsibilities:**

* Involved in the Analysis, Design, Implementation, and Testing of the project.
* Involved in developing application using **core** java, **Servlets,** and **spring** framework.
* Worked on java security like **Encryption**, **decryption**, and generation of the signature.
* Involved in **Fixing** bugs and **Unit** testing with test cases using **JUnit**.
* Developed the **UI** front-end programming for a web application that matched requirements using handwritten **HTML**, **CSS**, **JavaScript**, and **jQuery**.
* Responsible for making responsive **web** pages using twitter bootstrap and media queries.
* Developed the **Page** layouts, navigation, animation buttons, and icons.
* Performed **Data Export** on weekly basis for data backup.