

MOHAMMED AZARUDEEN A



PROFILE

- **Over 5+ Years of total IT experience.**
- **5 years of Experience in Salesforce Technology.**
- **Salesforce Certified Developer.**
- Expertise in most of the Salesforce concepts: Configurations/Customizations, Security, Products Catalogue, Apex Programming, Visualforce page, Writing SOQL Queries, Integrations, Packages/Applications, Lightning Experience, Lightning Components, Salesforce CPQ, Advanced Approvals and Deployments.
- Extensive knowledge on Salesforce CPQ, Sales and Service Cloud.
- Worked on various projects and gained knowledge on the business needs.
- Have good experience in writing Apex class, Apex triggers, Visualforce Pages, Visualforce Components, Asynchronous apex, Lightning Components in salesforce.
- Very good interactive and communication skills while coordinating with business representatives.
- Have experience in working with multiple clients and have built a very good relationship with them.
- Handled Requirement gathering, Analysis, Designing, Coding, Querying, Unit Testing and Deployment activities in many projects.
- Have been chosen to work independently in projects and have given many problem-solving solutions.
- Have done multiple CPQ and Advanced Approvals implementations as a single resource and succeeded
- Mentored the junior developers and provided training on Sales force Technology.
- Flexible in working, Excellent Team Player and can work independently.

TECHNICAL COMPETENCIES

- **Certifications:** Platform Developer I, to be added.
- **Salesforce Skills:** The entire Sales and Service flow including the concepts of setting up the product catalogue with different price list/rate plans, capturing the leads from the websites, setting up the security and permissions for the users, creating the workflows and process builders based on the record change, Single and Multi-level Approval processes, Creating the objects and fields with/without relationships, Email-to-Case, Case Management, Apex Programming, Apex triggers, Integrations, SOQL, Visualforce, Lightning Experience, Lightning Components, Salesforce CPQ, etc.
- **Products Used:** Salesforce CPQ, Advanced Approvals, O2B (Order 2 Billing), Email-to-Case Premium, DocuSign, etc.
- **Tools Used:** Force.com, Eclipse, Sublime Text 3, Mavansmate, Welkin Suite IDE, Workbench, Data loader.
- **Communication Tools:** Microsoft Azure and JIRA for project tracking and support raise, Microsoft Teams and Slack for communication, GTM, Zoom for meetings and demo.

EMPLOYMENT HISTORY

May 2019 – Present

Senior Software Engineer II at Everi Holdings Inc.,

- Working as a senior software Engineer II
- Roles & Responsibilities include setting up new product modules in salesforce starting from product or bundle configuration to Quote-to-Cash. Work closely with business users to get the sales/support details of products and implement in CPQ and Advanced Approvals. Implement effective customizations in Salesforce to reduce the cost.

April 2018 – May 2019

Senior Software Engineer at Bestir Software Services Pvt. Ltd.,

- Worked as a senior software Engineer
- Roles & Responsibilities include Business requirement analysis, Estimating the development, Solution design, Development, Demo to clients, Reviewing the team members works, On call Support, Mentoring.

April 2015 – 2018

Software Engineer at Steadfast Technology Services Pvt. Ltd.,

- Worked as a software Engineer
- Roles & Responsibilities include Development, Demo to clients, On call Support.

PROJECTS

1. Everi CPQ

Script:	Lightning Experience, Apex Triggers and Classes, Visualforce, Lightning Components, Workflows, Validation Rules, Email Services, Salesforce CPQ.
Team Size:	4
Role Played:	Set up new product modules in salesforce starting from product or bundle configuration to Quote-to-Cash. Work closely with business users to get the sales/support details of products and implement in CPQ and Advanced Approvals. Implement effective customizations in Salesforce to reduce the cost.

Project Overview, Scope:

- ✓ Everi Holdings Inc., is a leader in Casino Gaming Industry providing all types of gaming slot machines and Payments solutions.
- ✓ Kiosks comes in different variations with different configuration
- ✓ Implemented Configure-Price-Quote for Central Credit, Jackpot Xpress, Loyalty Kiosks and Payment Masters.
- ✓ Implemented custom logics to price the products based on the type of configurations

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- ✓ Implemented multi levels of approvals based on product with approval level.

2. Everi-One Profile Clean Up for SOX

Script: Security Module
Team Size: 1
Role Played: Played as Admin + Developer. Worked closely with all the department of the company to get the access needed. Prepared design document.

Project Overview, Scope:

- ✓ Everi's salesforce org was unorganized with opened accesses that are not required for the people job function
- ✓ Create clean profiles for each department
- ✓ Move users from existing profiles to new cleaned profiles
- ✓ Validate the entire org for any hard-coded profile names
- ✓ Define object level access, field-level access, applications access, visualforce pages access, apex classes access, system level access for each group of users or individual users.

3. Everi-One Lightning Support Community

Script: Lightning Components, Apex Classes
Team Size: 2
Role Played: Played as Developer

Project Overview, Scope:

- ✓ Replace already existing Zendesk with Salesforce Lightning Community
- ✓ Map Zendesk fields to Salesforce fields for legacy data
- ✓ Create community in lightning experience
- ✓ Create custom UI's for tracking support tickets for Agents
- ✓ Allow guest users to create case from community
- ✓ Allow customers to create and track their case and history
- ✓ Allow customers to create comments on their cases
- ✓ Display knowledge articles resources to support agents

4. Magnitude Sales and Service Implementation

Client: Magnitude Software's Inc., US.
Script: Lightning Experience, Apex Triggers and Classes, Visualforce, Workflows, Validation Rules, Email Services, Salesforce CPQ
Team Size: 6
Role Played: Requirement Gathering and Analyzing, Guiding the Developers, Developer.

Project Overview, Scope:

- ✓ Magnitude Software Inc is a US based company with 11 subsidiaries.
- ✓ The selling way of all the 11 subsidiaries are different and located in different regions as well.
- ✓ The Magnitude and all the 11 subsidiaries were using MS CRM Dynamics for their Sales and Support.
- ✓ We have identified the business process of Magnitude and implemented a Salesforce Sales and Service flow for them.
- ✓ Since there are 11 Subsidiaries, the most difficult part is to set up all of their products with price variations.

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- ✓ The entire flow starts from opportunity where sales user will add the product, converting the opportunity to quote where we have a customization to dynamically calculate the support items price from the license items.
 - ✓ Implemented Approval Process to get the approval on Quote, DocuSign to send the quote and get it signed.
 - ✓ Integrated NetSuite and Salesforce systems through Workato to create salesforce Orders whenever the Sales Order is created in the NetSuite System.
 - ✓ Customized Email Services based on the business need to create a support ticket (case).

5. **Freight Management**

Client: EFL (Expo Freight), India
Script: Lightning Experience, Lightning Components, Roles and Permissions, Apex Triggers and Classes, Visualforce, Workflows, Validation Rules
Team Size: 3
Role Played: Requirement Gathering and Analyzing, Guiding the Developers, Developer.

Project Overview, Scope:

- ✓ EFL (Expo Freight) is a global provider of logistic solutions.
- ✓ Since the EFL is logistic based, it is important to capture the customers and keep them satisfied.
- ✓ EFL approached us to implement their Enquiry (Opportunity) and Quote modules.
- ✓ Initially, we have successfully set up the EFL role-based sharing and security models using Roles, Profiles, Permission Sets, Sharing Settings and rules, approval processes.
- ✓ Since EFL found it consuming a lot of time to fill up their enquiry, freight charges, origin charges, destination charges in native Salesforce Lightning UI, we have built a very responsive custom UI's based on lightning components. After delivering these UI's, EFL sales representatives are able to create the Enquiry in few seconds with all the necessary informations.

6. **Nimble RMA In Salesforce**

Client: Nimble
Script: Visualforce, Apex Triggers and Classes, Workflows, Validation Rules, Email Alerts, Process builder, web services, callouts.
Team Size: 1
Role Played: Requirement Gathering and Analyzing, Developer.

Project Overview, Scope:

- **RMA:**
 - ✓ We plot the foundation, constructed, supporting the RMA (Return and Replacement) process for Nimble.
 - ✓ Nimble is a predictive flash storage company which requires smooth customer relationship by meeting the SLAs. Every RMA has SLA.
 - ✓ RMA process starting from Asset where we have all the components information for the account.
 - ✓ We built an interactive and easy access RMA visualforce page for nimble to boost their customer service.
 - ✓ Especially, the Component and Flat List design selection in RMA allows the support person to select the right component easily for RMA submission.
 - ✓ If customer found any defect in the product, they can raise a case by sending an email to the support email or by phone call or by web. If customer want RMA for the product, support person can easily create RMA from the case and submit the RMA.

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- ✓ We also provided a tool to schedule the RMA for delivery. If customer is not available at certain location, we are allowing support person to schedule the RMA based on the customer local timezone.
 - ✓ Challenges we had in this project: Visualforce Page View State problem due to many components for account, Should not submit the RMA when service is down, Component Selection Page with Javascript.

Responsibilities: Requirement Analysis, Code Development, Testing, Documentation.

7. Arena PLM Integration In Salesforce

Client: Nimble
Script: Apex Classes, Batch Apex with Callout, Scheduled apex, Workflows.
Team Size: 1
Role Played: Requirement Gathering and Analyzing, Developer.

Project Overview, Scope:

- **Arena PLM:**
 - ✓ Arena PLM is a cloud-based external application that allows to manage the life cycle of product from its conception all the way through design and manufacturing, and up to the end of the cycle. PLM is meant for Product Lifecycle Management.
 - ✓ Our Client Nimble uses this Arena application to manage their products with all of its components.
 - ✓ Based on the Component SKUs in Asset, we have to fetch components from Arena and insert those pulled components under asset.
 - ✓ The Batch callout involves authorization, requesting with PBOM(Component SKUs) items, fetching Components from Arena with all the informations, insert the components in components object with related asset.
 - ✓ Challenge we had in this project: Arena PLM won't allow to query more than 400 items at a time, Losing session id and leads to connection loss, Insert each components as per quantity.

Responsibilities: Requirement Analysis, Code Development, Testing, Documentation.

8. Aftership Integration In Salesforce

Client: Nimble
Script: Apex Classes, Batch Apex with Callout, Scheduled apex, Workflows.
Team Size: 1
Role Played: Requirement Gathering and Analyzing, Developer.

Project Overview, Scope:

- **Aftership:**
 - ✓ AfterShip is a shipment tracking application and API for eCommerce.
 - ✓ The main objective of this project is to update the Tracking statuses(Out for Delivery, Delivered, Exception, signature if delivered) of the product in RMA.
 - ✓ Initially nimble has to get the information from the Shipment Carreir like FedEx, DHL to know the status of the product delivery. But they don't have tracking informations in Salesforce.
 - ✓ So, introduced Aftership where we will put the tracking number of the product from salesforce to Aftership and Aftership will update the related RMA with the status of the product with WebHook mehtod.

Responsibilities: Requirement Analysis, Code Development, Testing, Documentation.

9. Google Geolocation and Distance Matrix API's Implementation In Salesforce

Client: Nimble

Script: Visualforce, Apex Triggers and Classes, Batch Apex, Future Methods, Workflows
Team Size: 2
Role Played: Requirement Gathering and Analyzing, Developer.

Project Overview, Scope:

- **Geolocation:**

- ✓ The purpose of this project was to help find the customer locations as soon as possible and deliver the products in time from nearby depot(warehouse).
- ✓ The main objective of the Geolocation and Distance Matrix project was to update the Objects like Depot, Asset, RMA, Address Book on the Salesforce with the respective Geolocation values for the Address and update the distance to travel from depot to customer locations.
- ✓ We used Google Geolocation and Distance Matrix API to achieve this, we used schedule script to calculate the Geolocation for Existing records, and Triggers for upcoming records, and records that might get updated in future call.
- ✓ Once we calculate the respective Geolocations, we have to calculate the Nearby Depots for every Assets/AddressBook/RMA it is mapped to.
- ✓ We use Google Geo-Distance API to calculate the distance between 2 Geolocation values, and we map the Nearby Depot to Asset/AddressBook/RMA.
- ✓ Challenge we had in this project was on Limited number of Callouts, Google API problem in South Korea.

Responsibilities: Requirement Analysis, Code Development, Testing, Documentation.

10. Google API In Sales Order Lines In Salesforce

Client: Nimble
Script: Visualforce, Apex Triggers and Classes, Batch Apex, Future Methods, Workflows
Team Size: 1
Role Played: Requirement Gathering and Analyzing, Developer.

Project Overview, Scope:

- **Geolocation:**

- ✓ The purpose of this project was to update nearby depot for every sales order lines with their respective SLAs(like 4 hour, NBD, ND).
- ✓ This project is similar like Geolocation and Distance Matrix project in Depot, Asset, RMA and AddressBook but with added features.
- ✓ If we don't have nearby depot for the customer locations, we have to extend the radius and search the next nearest depot and map that depot to the Sales Order Line record.
- ✓ We gave option to not calculate the nearby depot for the record if support person need.
- ✓ Challenge we had in this project was on Customer Addresses. We have customer address only on the parent Sales Order Object not on Sales Order Lines.
- ✓ Also, each and every Sales Oder Lines will have different SLAs. So, we have to map nearby depot based on their SLAs.

Responsibilities: Requirement Analysis, Code Development, Testing, Documentation.

11. Nimble Service Console In Salesforce

Client: Nimble
Script: Console App, Case Console Layouts, Console Integration Toolkit, Visualforce.
Team Size: 1

Role Played: Requirement Gathering and Analyzing, Developer.

Project Overview, Scope:

- **Service Console:**

- ✓ To boost the serviceside, nimble introduced Service Console which allows their support engineers to work on the cases without losing context.
- ✓ We are allowing the support engineers to see the related account and asset informations from caserecord without going out of page. Meaning that, we placed account and asset informations in the left side of the caserecord using Left Side Bar as .
- ✓ We built a new visualforce page that catches the current case id and list the informations of the related RMAs in right side of the case using console integration toolkit.
- ✓ The name console is never go out of context. So, if user clicks on related RMA number to view the RMA, it should open in another tab. So, we used integration toolkit to open the RMA page as a subtab of the Casetab.
- ✓ Challenges we faced in this project: Understanding the Console Integration ToolKit, Layout.

Responsibilities: Requirement Analysis, Code Development, Testing, Documentation.

12. Whispir O2B

Client: Chikpea
Script: O2B Billing Package, Apex Triggers and Classes, Visualforce Pages, PDF visualforce type.
Team Size: 5
Role Played: Developer.

Project Overview, Scope:

- **Whispir:**

- ✓ Whispir is mainly works on the O2B functionality which is an Order to Billing where the actual process starts from the Opportunity and then Account and ends up with the Billing which is a form of Quote or Invoice.
- ✓ I've worked on Invoice Module where I developed Invoice PDF with the line items.
- ✓ Created visualforce page renderes as PDF with all the necessary informations.
- ✓ I also provided a button to download the selected invoices PDF in zip file.

Responsibilities: Code Development, Testing.

QUALIFICATIONS

- Bachelor of Engineering (Computer Science) –Lord venkateshwara Engineering College, Kancheepuram, Tamil Nadu, India.

PUBLIC PROFILE

- LinkedIn Profile - [linkedin.com/in/azarudeen-a/](https://www.linkedin.com/in/azarudeen-a/)