

# Mohammed Rizwan

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## Education

DEGREE	YEAR	COLLEGE
MASTER OF COMPUTER APPLICATIONS	2012-2015	NIT – TRICHY
BACHELOR OF COMPUTER APPLICATIONS	2009-2012	AMU – ALIGARH

## Certifications [[verification link](#)]

- Salesforce Administrator, Platform Developer I, App Builder

## My Major Contributions

- Integrated Salesforce system with **Meetup.up & Google Drive using REST API & OAuth2.0**, with **Google Maps & Twilio** using username + password based authentication
- Custom **Lightning components** for enhanced 'Guided Selling' to guide Sales Users at each stage of Opportunity, and track their progress
- Custom '**Smart Approvals**' to automate **Quote Approvals** based on business specific criteria
- Enhanced an **Open source 'React JS' library for Image processing** on GitHub and deployed in my Organisation's Salesforce application as a Lightning component
- Developed & deployed **Einstein chat bot** with multi-language support
- Implemented Enterprise Territory Management for a US based client and wrote batch classes to provide additional feature for account visibility based on territories

## Summary

- Sound knowledge of Service Cloud, **extensive knowledge of Sales Cloud**
- Developed fairly complex **Lightning applications** that leveraged aura framework, SLDS & JavaScript
- Extensively worked with Apex, Visualforce & Integration, knowledge of CTI Integration
- Achieved highest rank 'Ranger' on Salesforce Trailhead, 100+ modules completed (link at the top)
- Have been working closely with project owners & executives, and led several project initiatives
- **Integrations using REST/SOAP APIs and OAuth** with Google, Meetup, Twilio, D&B, and in-house Java, ROR based applications hosted on AWS
- **Agile/Scrum** methodology, CI/CD using Jenkins, code versioning using GitHub/BitBucket
- Proven ability to apply best practices, **work in the Salesforce governor limits** and devise innovative solutions to meet project's requirements
- Worked with **managed AppExchange applications** like S-Docs & modified unmanaged applications like Magic Mover to suit business requirement
- Lightning component to show events that user is attending from Meetup.com [**REST API Integration**]
- Wrote **Batch Apex classes** to give access to Account team members across different Territories
- **Round-Robin lead/case assignment** to users belonging to groups for efficient resource utilization
- Logistics price calculator application in Salesforce using Visualforce, JavaScript & Apex
- Fluently speak English, can communicate effortlessly on Skype/phone/in-person

## Experience

<u>DESIGNATION</u>	<u>COMPANY</u>	<u>DURATION</u>
SR. SOFTWARE DEVELOPMENT ENGINEER	PORTER.IN	APR, 2019 – PRESENT
CONSULTANT (SALESFORCE)	DQUOTIENT	MAY, 2017 – APR, 2019
JUNIOR CONSULTANT (SALESFORCE)	GAURI TECHNOLOGIES	SEPT, 2015 – MAY, 2017

## Projects

### PORTER.IN CASE MANAGEMENT APP

- July, 2019 – Present | Role : Sr. SDE
- I concurrently work on companies case resolution engine, including setting up case assignment rules, auto response rules, reporting on cases
- Developing & monitoring Salesforce Einstein Bot to serve our customers better
- Creating Einstein Analytics dashboards to help business stakeholders have better business insights

### PORTER.IN CRM APP

- Apr, 2019 – Present | Role : Sr. SDE
- Work on open source libraries in react, JS and driving Backend business logic of Porter.in's business
- Work with project manager in an agile setup and work on stories based tasks
- Develop & own the API Integrations between Salesforce and custom applications hosted on AWS for two way sync
- Developing Salesforce Lightning components with Image Processing capabilities to let Agents verify Vehicle Branding Images
- Enhancing & Integrating open source libraries in Lightning Components to help organisation deploy features faster

### COMMUNITY CLOUD – PMO TOOL

- Jan, 2019 – Apr, 2019 | Role : Senior Salesforce Developer
- Working on building a project management tool for my employer to help streamline operations and enable employees to track their work, leaves, timesheets from community portal

### SALES CLOUD - LIGHTNING IMPLEMENTATION

- Feb, 2018 – Dec, 2018 | Role : Senior Salesforce Developer
- Project for CA, US based global computer security company, aimed at developing their capabilities using Salesforce Lightning for handling their global Sales operations.

### SALES CLOUD – CLASSIC + LIGHTNING IMPLEMENTATION

- Sep, 2017 – Feb, 2018 | Role : Senior Salesforce Developer
- Project for UK based car leasing company. To help them sell efficiently and move functionalities for selected teams in Lightning while preserving the functionalities in Classic version.

### SERVICE CLOUD – LIGHTNING IMPLEMENTATION

- May, 2017 – Sep, 2017 | Role: Senior Salesforce Developer
- Service Cloud + Field Service Lightning Implementation for a UK based purified water supplier. The aim of the company was to streamline their servicing operations for various devices installed in the customers household using a mix of Service Cloud + Field Service Lightning features

## **FORCE.COM APP DEVELOPMENT**

- Jun, 2016 – May, 2017 | Role: Salesforce Developer
- A project management app based on Salesforce App development platform having provisions to manage projects target at SMEs. Built extensively using custom UI using Apex, Visualforce, JavaScript, jQuery & Bootstrap. Successfully launched for company wide use.

## **SALES CLOUD IMPLEMENTATION**

- Sep, 2015 – June, 2016 | Role: Salesforce Developer
- Project for a UK based Not-for-profit company to manage their operations as well as to monitor programmes being carried out by third party companies on their behalf. This was developed using Apex, Visualforce, Sites.com & standard Salesforce features

## **Skills & Abilities**

### **PROGRAMMING LANGUAGES**

- Apex, JavaScript, (Basic knowledge of Ruby, Ruby on Rails)

### **WEB TECHNOLOGIES/LIBRARIES/TOOLS**

- Visualforce, Lightning, HTML, jQuery, SFDX, GitHub, ANT Migration tool