Mastan Sharif Shaik

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PROFESSIONAL SUMMARY:

- Around 5.5 years of extensive and progressive experience in IT industry with 4+ years in design, configuring and development of various CRM and web-based applications, which includes Salesforce.com platform, Service cloud and Sales Cloud as Developer.

- Expertise in developing various SFDC implementations covering Sales &Service Cloud.

- Experienced in Service Cloud, Sales Cloud, Collaboration Cloud for all partner portal, customer portal..

- Maintained users with Service Cloud to Communicate with Customers and also shared the portions with Business partners.

- Implemented Service Cloud Services like web-to-case, Faster email services and Faster case solutions.

- Experience in implementing SFDC development using Apex classes, Triggers, Visual Force pages, Standard Controllers, Force.com IDE, Eclipse, SOQL and SOSL.

- Worked with exceptional handling and displaying custom error messages for effective end user interactive experience using visual force pages.

- Worked on Eclipse IDE with Force.com Plug-in for writing Business logic in Apex programming language.

- Hands full of experience on Batch jobs, Bulk triggers, Future methods and Test Classes and created LWC components.

- Integrated Salesforce with external applications using Force.com REST API and developed Salesforce REST web service classes.

- Extensive work experience using Force.com Web Services API for implementing web services in the application for access to data from different users.

- Experience working with Salesforce1 mobile application development and customizations.

- Strong Salesforce development experience with APEX Classes,ApexTriggers,BatchApex,Schedule Classes, Visualforce pages and integrating with external source by developing RESTful Apex Web Services and Force.com API.

- Competent in salesforce.com -Import wizard, Apex Data Loader, Excel Connector, VLOOKUP and other integrationtools to perform DML operation using CSV files.

Certification Summary:

- Salesforce certified Adm

- Salesforce certified Pd1

Educational Qualification:

B.Tech -2012   from JNTU Hyderabad University

TECHNICAL SKILLS:

Salesforce.Com	Apex, Visual force, SOQL, Validation rules, Email template, Formula Apex Trigger, Workflow, Approvals Eclipse, Salesforce.com, IDE, Web services, Apex data loader, Field updates, Reports, Custom Objects,ServiceCloud,SalesCloud,RoleHierarchy, Dashboards, Security Controls,Package&Custom Application.
Salesforce Tools	Dataloader,ChangeSets,Force.com Platform(Sandbox and Production),Force.com Work bench.
Programming languages	Java Script,JQuery,Json
Web Technologies	XHTML,REST API

PROFESSIONAL EXPERIENCE:

➢ Working as a Salesforce Developer in **Capgemini(Oct 2021-Till Date)**
➢ Worked as a Salesforce Administrator in   **Capgemini(Feb 2019-Sep 2021)**
➢ Worked as a   Application support Engineer in **Business Intelli Solutions India Pvt. Ltd.(Dec 2017-Feb 2019)**

Project Title: Kitchen & Bath North America -KBNA

Role: SR Salesforce Developer

- Designed Visual Force pages, Custom objects, Validation rules, and triggers by using Apex as per Business requirement.
- Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for variousfunctional needs in the application.
- Made new feature enhancements on Service cloud and Sales Cloud console view.
- Written Test classes for the Unit Testing according to the Salesforce Standard requirements.
- Setting up Service Cloud Console, Cases(Web to case, email to case), Solutions, Case Assignment and CTI Interfaces.
- Creating Web Services for handling requests and API and SAAS based applications using REST based web services.
- Worked on integration of two instances using Apex REST API call-outs and parsed JSON responses provided by third-party systems connected via REST inside Apex Classes.

Environment: Custom objects, Batch Jobs(Components & Controllers),Validation Rules,DataLoader,RESTAPI, SOQL,Service,Cloud,SalesCloud,ANT,Workflows&Approvals,Apex,Classes,Triggers,Visualforce(Pages,

Controllers& Components)

Project Title: Nucleus Commercial

Finance(UK)Client : CSS Corp, Bangalore

Role: Salesforce Developer

- Designed Visual Force pages, Custom objects, Validation rules, and triggers by using Apex as per Client requirement.
- Hand-On various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Designed and developed the Page layouts, Workflow rules, Tasks, Formula fields, Field Updates, Record Types, Report Types, E-Mails and alerts to track customer related tasks and activities.
- Developed various Tabs, Components and Visual Force Pages and Controllers.
- Implemented Service Cloud module for case management automation(on case object) to track and solve customer's issues. Implemented Email-to-case entry and manual case entry for entering customer's cases in cases tab.
- Developed new company product Appointment Scheduler. Project includes various Salesforce objects Communities,EmailTemplates,DataLoader,Contacts,CustomObjects,ValidationRules,PageLayouts,ApexClasses, Triggers, etc.
- Exposing the Salesforce services using REST API to other applications to access the data from salesforce.
- Manage customers with profiles, permission sets, roles, and sharing rules in customer portal.
- Responsible for all the activities related to Data Loader, uploading data in CSV files into Salesforce.com and for checking the correctness of the data.
- Created batch classes, which can be invoked programmatically at runtime using APEX and LWC.
- Performed unit testing for every written code and always wrote test methods with code coverage of 75% minimum.

Environment: Custom objects, Batch Jobs, Apex Classes, Triggers, Visualforce (Pages, Controllers& Components),Service Cloud, Sales Cloud, Validation Rules,JavaScript,CSS Formula Fields, Data Loader, Reports and Dashboards,SOQL,REST API, SQL Server 2012, Workflow & Approvals.

Project Title: ADL(Anand diagnostics Laboratories India Limited)

Role: Salesforce Developer

- Designed Visual Force pages, Custom objects, Validation rules, and triggers by using Apex as per Client requirement.
- Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for variousfunctional needs in the application.
- Made new feature enhancements on Service cloud and Sales Cloud console view and developed Visualforce Components.
- Setting up Service Cloud Console, Cases(Web to case, email to case), Solutions, Case Assignment and CTI Interfaces.
- Creating Web Services for handling requests and API and SAAS based applications using REST based web services.
- Worked on integration of two instances using Apex REST API call-outs and parsed JSON responses provided by third-party systems connected via REST inside Apex Classes.

Environment: Custom objects, Batch Jobs(Components & Controllers),Validation Rules,DataLoader,RESTAPI, SOQL, Service Cloud, Sales Cloud,ANT,Workflows & Approvals, Apex Classes, Triggers, Visualforce(Pages, Controllers& Components)

Project Title: MSN formulation

india.Role: Salesforce Developer

- Created a Visualforce components to customize captions, headers and footers of a Table and to embed a standard list view of an object's records.
- Worked with exceptional handling and displaying custom error messages for effective end user interactive experience using Visual force pages.
- Worked with Visual force List Controllers to act on a set of records with paging them and iterating them over a list of records.
- Uploading of fresh leads, contacts, accounts, tasks, opportunities, referrals etc. via service cloud.
- Implemented Service Cloud to work directly with Subjects called Accounts, Contacts, Cases & Solutions.
- Having Experience in Salesforce in creating Triggers, Visual Force Pages, configured workflow rules, validation rules, formula fields, Custom Objects, Custom Settings, Custom Labels, Record types, Custom Tabs, assignment rules including approval process including field updates and email alerts leading to increased efficiency and productivity in Service Cloud.
- Implemented Configuration, Customization and Development with Salesforce.com on Service and Sales Cloud.

Environment: Salesforce.com CRM Application Platform, Apex Classes, Triggers, Visual Force Pages, S- Controls, Custom Objects, Tabs, Page Layouts,ServiceCloud,SalesCloud,SOQL Workflows, Approval Processes, Email, Messaging, Dashboards, Reports.