**MOHAMMED FIRDOUS**

**SALESFORCE LIGHTNING DEVELOPER**

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**Professional Summary:**

* Around **7 years** of experience in information technology with **experience in all the phases of SDLC (Analysis, Design, Development, Administration, Implementation and Support) in various software Applications using Salesforce (CRM) and Mainframe.**
* Contributed effectively in all phases of the **SDLC** with emphasis in Enterprise Architecture, **System Design,** **Technical Analysis**, **Business/Requirements Analysis**, **Software Development**, and **Testing**.
* Experience in software development environment using **AGILE** and **SCRUM** methodologies and participated in **Daily Scrums**, **Sprint Planning**, **Sprint Retrospective meetings**.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships**.
* Experience on **SalesForce.com** developer toolkit (force.com IDE), **Triggers, Visual Force Pages,** **data migration** and working knowledge of **Apex classes**, **Controllers**, **SOQL & SOSL.**
* Experienced in admin modifications like Creating **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts** and **Actions**, and **Approval Workflow**.
* Experience in creating **Lightning Apps** combining **Lightning Design System, Lightning App Builder** and **Lightning Component** features.
* Strong Salesforce development experience with **Apex Classes, Triggers, Controller Classes, Visualforce** pages and Integrating with external sources by developing **SOAP**, **RESTful API** Web Services for inbound calls to salesforce.
* Worked on customization of **Sales** **Cloud** schema by customizing standard objects like **Leads**, **Accounts, Contact** and **Opportunity**, **Products**.
* Extract target **Marketing Cloud** in experience development on **marketing cloud** with salesforce and their billing system site.
* Experience on **Salesforce** Platform and its suite of products, e.g., how **Community cloud** is **architecture**, **structure**, **security**, and how to integrate between legacy systems and cloud systems.
* Experience working across various **SFDC** implementations covering **Sales Cloud, Service Cloud**, **Call center, Chatter & App-exchange** applications.
* Experience in Analyzing, designing, configuring and maintaining **Salesforce CPQ** solutions.
* Experienced working with **CPQ** products like **SteelBrick CPQ and APPTUS CPQ**.
* Experience in Salesforce **Lightning** **framework** and **Lightning Web components.**
* Developed **Lightning apps** and components to be more interactive to end users.
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming language**.
* Experienced working with **Salesforce.com** standard objects like **Accounts**, **Opportunities**, **Leads,** **Campaign**, **Events**, **Tasks**, **Contacts**, **Cases**, **Reports** and **Dashboards.**
* Extensive experience in lead, case management **web-to-lead,** **Web-to case**, **Email-to-case**.
* Implemented security and **sharing rules** at **object, field,** and **record level** for different users at different levels of organization.
* Experience in **Salesforce Marketing Cloud** Implementation and **Lightning** Design System.
* Experience of Apttus **CPQ** Configuration and in Quoting and Pricing, Order Management, and Product
* Experience in configuring and customizing the **CPQ** and **CLM tools**.
* Experience in creating **lightning components** and **lightning applications.**
* Experience in Salesforce latest product launches including **Einstein Analytics**.
* Integrated SFDC with **Marketo Tool** to make Marketing process easy to access **Leads** and **opportunities.**
* Created **journeys** and implemented **marketing campaigns** using **Marketing cloud** tools like **Journey Builder, Email Studio** and **Automation Studio.**
* Experience in **Creating Lightning** components and **Lightning Applications**. Experience in **classic** to **lightning** migration, **lightning component** creation, **lightning out** and **lightning web components.**
* Experience with **Lightning process builder** for visualizing and creating automated business processes.
* Experience with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from **Quote to Cash.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
* Created Public Groups, Queues, Permission Sets**,** Profiles, Users, Role hierarchy**,** Org-Wide Default Settings**, Sharing rules, Formula fields, Workflow Rules - Email Alert, Field Update, Time-dependent** Actionsand **Approval Process**, **Process Builder, Reports** and **Dashboards.**
* Experience in web technologies including **HTML, XML, CSS**, **JavaScript** and **SOAP**.
* Well versed with **project development life cycle**, System **Business Process Analysis**, **Requirements Study**, **Fit-Gap Analysis and Post-implementation support**.
* Experienced in **requirement gathering** and estimating the hours of work based on the requirement from the client and maintaining the quality documents for all the work done till the end of the cycle.
* Experienced in Testing apps by appending multiple components to a **Lightning Application** thereby **deployed Applications** from **Sandbox to Production.**
* Administrator experience in **Salesforce Marketing Cloud** using both **Classic** and **Lightning versions.**
* Experience in working with client specific solutions like Salesforce.com **Sandbox deployments**, **Force.com IDE**, **Eclipse** IDE, **SOQL, SOSL** and various production environments.

**Technical Skills:**

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| **Salesforce Technologies** | Force.com Web Services API, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Force.com Explorer, Service cloud, Sales cloud, Community cloud, Marketing cloud, Data Loader, Salesforce.com customizations like Workflow Rules, Steel brick CPQ, Apttus CPQ, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench. |
| **Lightning Frameworks** | Lightning web Components, Salesforce Lightning Design System, Aura Framework. |
| **Operating Systems** | Windows 98/2000/XP/2003/vista/2007. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector. Informatica Cloud Connector, Outlook connector |
| **Web Development** | Web Services, XML, HTML, XHTML, CSS Dreamweaver, Java Script, AJAX ,PHP, Servlet, Bootstrap, JQuery, Angular 2,4&6, ReactJS, NodeJS, OOD. |
| **Languages** | C, C++,Java, Java Script, SQL, Apex. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL. Oracle, MS Access, Microsoft SQL Server, SQL & PL/SQL. |
| **IDE:** | Eclipse, Net Beans, Visual Studio |

**Professional Experience:**

**Client: Litera Microsystems, Chicago, IL Jan 2019 - Till date**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Involved in requirement discussions with business team. **Designed Technical Specification** Document based on the requirements and the Existing Systems.
* Part of a team which is responsible to **implement**, **develop**, **customize**, **test**, **deploy** and **integrate** the salesforce **Sales cloud,** **Service cloud** applications by ensuring it meets business needs. **Agile Development Methodology** was followed for the implementation
* Involved in using **lightning**, **Process Builder** and **Workflows.** Worked on customization of **visual force** to have **Lightening** Experience for **desktop and mobile** applications.
* Worked on **Salesforce.com** based development enhancements and implemented **lightning applications** from the **scratch.**
* Developed **lightning components** and **Lightning apps** to provide better and more **interactive interfaces** to end users, which help in sales enhancements.
* Formatting and migrating user data into LE, Implemented **Salesforce Lightning Components** within the organization. Used **Salesforce Lightning Design Systems** (SLDS) components in the **Lightning Application.**
* Managed **Salesforce integration** with existing systems and third-party providers. And Interacted with various Business users for **requirements gathering**.
* Utilized **Salesforce Aura Lightning** Experience Process Flows to automate Business process.
* Enhanced **flows** with the help of custom logic and **process builder**.
* Implemented cross object field updates using **lightning process builders** and **trigger**s. And Used **lightning process builders** for record creation as well as record updates.
* Developed custom Business logic using **Apex Classes, Visual force** pages and **Lightningcomponents**. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Implemented custom Cascading Style Sheets **(CSS)** for Visual force pages.
* Worked with **SOQL, SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on Point and Click development and worked on SFDC implementation related to **Salescloud**.
* Developed **Visual Force** pages to change the entire look and feel, tabs and views of the **Salesforce.com UI** in accordance with the company requirements.
* Worked on **Lightning Experience** has evaluated complete Readiness report provided by **Salesforc**e and redid the work in **Lightning sandbox** and made sure everything is working.
* Integrated **salesforce** and **CPQ** application to automate fulfillment process.
* Strong Experience in **Salesforce Lightning components** design & designing compact layouts using **Apex triggers,** Page layouts, Visual force pages, workflows for Mobile platform.
* Implemented Salesforce Development Cycle covering **Sales Cloud,** **Service Cloud**, Call Center, Chatter & App-exchange applications.
* Implemented **Process Builder** process that utilizes invocable **APEX methods** and variables for cross-object actions.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers for Events** to focus on Logic and

Interactions in **Lightning** Applications.

* Worked on agile scrum environment and world's first commercial Software as a Service (**SAAS**) application running in **Marketing Cloud** Computing Environment.
* Made new feature enhancements on **Service cloud** console view and developed some Visual force components.
* Developed new apps with the **Lightning App Builder** and **Lightning Components** for sales reps to help them sell faster and smarter (**Sales Cloud).**
* Developed **Analytics Cloud data** using SAQL via **Einstein analytics** to build own app to access and analyze analytic cloud data.
* Implemented **Service Cloud** for customer service, including configuration of **email to case**, case assignment rules, managed migration and release of **Service Cloud**.
* Used **Salesforce Marketing Cloud** to create **journeys** using **Journey Builder** and **sync data** from **Salesforce CRM** to **Marketing Cloud.**
* Worked on Configuration and **run triggers** and **API** calls within the **Marketing Cloud** **(ExactTarget)**.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Experience in creating **Lightning** **Components** and used **lightning** **Design System** to convert existing Visual force pages to **lightning** **components**.
* Perform detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **Visual Force, Force.com IDE**
* Extensive experience on **S controls**, **Visual force** pages and Page layouts according to the Business requirements.
* Used **Community cloud** to build deeper relationship with customers to provide better service and assist them through online.
* Created branded portals on **community cloud** for the easy access and interaction of data on **service cloud**
* Integrated Customer **Community Cloud** with internal knowledge-base
* Developed Lightning apps using **Lightning** Components and made them compatible with salesforce1 mobile app.
* Performed **data cleanup** and/or **Data migration** to/from **salesforce.com**
* Designed and deployed **Custom tabs**, **validation rules**, **Approval Processes** and Auto-Response for automating business logic.
* Tested apps by appending multiple components to a **Lightning Application** thereby deployed Applications from **Sandbox to Production.**

**Environment:** Saleforce.com platform, Agile, Scrum, Apex Language, Service Cloud, Community Cloud, Sales cloud, Visual force Pages, Dashboards, Data Loader, lightning, Lightning web components, Aura framework, HTML,CSS,SOQL, SOSL Process Builder, Journey Builder, CPQ, Marketing cloud ,Einstein analytics,Workflows Java Script, Workflow & Approvals, Reports, Lightning design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox testing, data loading, Eclipse IDE Plug-in, Windows XP.

**Client: Sysco Foods, Houston, TX Aug ‘17 – Dec 18**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked with the business group for **requirement gathering** throughout the **planning** and **implementation**.
* Involved in detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC).**
* Involved in creating gap analysis document, clearly identifying the data, business process & work flows of the organization with respect to salesforce.com implementation.
* Worked on **S controls**, **Visual force pages** and **Page layouts** according to the Business requirements.
* Created profiles and implemented **Object** and **field level security** to hide critical information on the profile users.
* Assisted **Email to case**, **Web to case**, customized case page layouts and case assignment rules.
* Executed security & **sharing rules** for Field, Record Level & Object for distinctive users at different levels of organization.
* Created multiple **Lightning Components**, added **CSS** and Design Parameters that makes the **Lightning component** look and feel better.
* Created many **Lightning Components** and server-side controllers to meet the business requirements
* Developed **lightning components** and **Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers and Visual force** pages (immensely customized using **HTML5** and **CSS3** for intuitiveness) to develop custom business logic.
* 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**.
* Integrated **salesforce** and **CPQ** application to automate fulfillment process.
* Experience with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with **Steel Brick CPQ**.
* Managed the database for the team's regions and performed basic **administration,** de-duping and cleanup procedures.
* Developed and deployed **workflows** and **approval processes** for opportunities and products/ assets management.
* Responsible for creating **Queues**, **Workflows rules** and tasks to share and automate work to the users in the Queue.
* **Migrated data** from external sources and performed **insert**, **delete**, **upset**, export operations on millions of records using **data loader**.
* Involved in data mapping and migration of data from legacy systems to **Salesforce.com** Objects and fields.
* Managed search layouts and created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created Page layouts to organize fields, custom links, related lists & other components on a record detail and edit pages.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers** and **Visual force** pages to develop custom business logic.
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Designed and deployed **Custom tab**s,**validation rules, Approval Processes** an**d Auto-Response** for automating business logic.
* Created mash up between **Salesforce CRM** and Gmail through **Force.com** AppExchange's Email integration engine.
* Developed custom Business logic using **Apex Classes**, **Visual force pages** and **Lightning** components.
* Responsible for source control and configuration management for managing source code and technical documentation.
* Assign Invoice numbers in different formats based on the country using Custom settings and **Apex code** and push it to Conga Composer for Invoice generation.
* Created **workflow rules** and defined related **tasks, email alerts,** and **field updates.**
* Developed several **Custom Reports**&**Dashboards** that are used by Business user and Managers.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Created **Email templates** in **Text, HTML and visual Force** necessary for the application.
* Developed **visual Force** pages with **JavaScript** and **Apex classes**.
* Written **Apex Test classes to Unit test** Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* Performed various testing including **Regression, integration, System Testing.**
* **Deployed** applications from **Sandbox to Production**.
* Deployed code across various **sandbox** using **Force.com IDE,** Change Set, Workbench and Force.com Migration tool, prepared package.xml for workbench and Force.com **Migration tool**.

**Environment:** Saleforce.com platform, Agile, Scrum, Apex Language, lightning, Visual force, Steelbrick CPQ Data Loader, HTML, Java Script, S-Controls, Workflow,Chatter,Dashboards & Approvals,Chatter, Visual force, Reports, page layouts Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox Data Loader, Eclipse IDE Plug-in, Windows 7.

**Client: Flagstar Bank, Troy, MI Aug ’16 – July ‘17**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved and Interacted with Business users for **requirements gathering**, **analysis** and **development.**
* Communicated with the **development team** and **Project Manager** daily to **update the status** of the project and to discuss the **user stories**.
* Performed detailed analysis of business and **technical requirements** and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)** and other platform based technologies like **Visual force, force.com API**, and **web services**.
* Worked on various **Salesforce.com** Standard Objects including **Accounts, Contacts, Reports, Dashboards, Events** and **Tasks**. **Agile Development Methodology** was followed for the implementation
* Developed various **Apex classes**, **Controller classes**and **Apex Triggers**for various functional needs in the application.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
* Created various **Profiles, Roles and Page Layouts and** configured the permissions based on the organization hierarchy requirements.
* Designed and deployed **Custom tab**s, **validation rules, Approval Processes**an**d Auto-Response**for automating business logic.
* Developed Cascading Style Sheets**(CSS)**for creating effects in **Visual force pages.**
* Performed Web service Callout using the **Restful** services with the third party application Broad bean API.
* Created **Workflow rules**and defined related **tasks, email alerts,**and **field updates.**
* Created mash up between Salesforce **CRM** and Gmail through **Force.com** AppExchange's Email integration engine.
* Worked on **CRM** platform environment of SFDC **Sales Cloud** and **Service Cloud** modules.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects**.**
* Extensive experience on **S controls**, **Visual force pages** and **Page layouts** according to the Business requirements
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints.
* Created email templates and inbound emails using **Visual Force** for clients and customers.
* Worked extensively in customization of **Service Cloud** Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled **Chatter** for the Organization and to **effectively communicate** with the users in the Organization.
* Implementation of **Data Loader** for **loading the data**.
* Performed **data cleanup** and/or **Data migration** to/from **salesforce.com**
* Merging of Salesforce instances
* Developed business documents for Salesforce.com **Custom objects**.
* Developed several **Custom Reports**& **Dashboards**to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Expert in **Salesforce Sales** and **Service cloud** implementation.
* Provided the **training**to Business users about the system.

**Environment:** Data loader and Data management, Apex programming, Visualforce, Workflow rules and Approval processes,Dashboards, Sales cloud, Service cloud, workflows, Custom objects, Reports and Dashboards, Service cloud, Data Loader, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules and sandbox.

**Client: LPL Financials, Fort Mill, SC Jan ‘15 – Jul ‘16**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Support daily operations of user systems including maintaining users, profiles, Roles, security.
* Involved in all phases of **Software Development Life Cycle** (SDLC) starting from Requirements Gathering and Design.
* Involved in activities related to **Saleforce.com** setup, **Configuration,** **Customization**, **Administration**, **Development,** **Data Migration** and **deployment** of application to **force.com** platform.
* Creation or customization of custom or standard objects which include **Leads, Accounts**, **Contacts**, **Opportunities**, **Products** and **Cases**.
* Worked on **Visualforce** Language to develop **Visualforce pages,** overriding buttons, **links** and tabs, custom components, templates, **integrating email** etc.
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Developed **VF pages** and associated **Apex classes** to allow the customers to **register,** **login** and **submit** their service requests which are resolved by CSS people
* Created several **workflows** by **defining rules**, **approval processes** and **related actions**, which include creating related and time **triggered tasks**, **email alerts**, **filed updates** to **automate** the business process.
* Implemented **Validation Rules**, **Assignment Rules,** **Sharing Rules**, and **Escalation Rules** according to the application requirements.
* Worked on the **Eclipse IDE** with **Force.com** plug-in environment for writing Business logic in Apex Programming Language, testing and deploying.
* Administrator for different salesforce.com CRM application for **sales cloud** and **service cloud**.
* Developed and deployed **workflows** for **opportunities** and **products management**.
* Developed **Unit test class for Apex class** and worked for improving code coverage.
* Used **SOQL**&**SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom Dashboards for manager’s homepage and gave access to **dashboard** for authorized people for individual divisions.
* Implemented requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse.**
* Supported end users with solutions and issues they face with any functionality.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Custom Objects, Standard objects, Service cloud, Sales cloud, Validation Rules , workflows , SOQL&SOSL, Dashboard JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in Windows 7.

**Client: CMC Technologies, INDIA Feb ‘13 – Dec‘14**

**Role: Salesforce Administrator**

**Responsibilities:**

* Created relationships among objects using **Lookup** and **Master-detail relationships**.
* **Designed**, **Implemented** and **deployed** the **Custom objects**, **Page layouts**, and Custom tabs to suit to the needs of the application.
* Worked on various Salesforce.com Standard objects like **Accounts**, **Opportunities, Leads**, **Campaign, Events,** Tasks, **Contacts, Cases, Reports** and **Dashboards**.
* Created various **Profiles, Roles, Page Layouts,** and **Record Types** and configured the Permissions based on the Organization **hierarchy** requirements.
* Implemented **Data Loader** through the Command Line Interface to **extract the data** from **database**
* Created **workflow rules** and defined related tasks, **email alerts**, and **field updates**.
* Created and maintained the documentation for **Design, Migration, Integration** and **Training**
* Involved in deploying applications from **Sandbox** to **Production**.
* Developed **Custom Reports** and **Dashboards** as per given requirements.
* Wrote Custom Formula **fields** and **Validation** rules.
* Created rules to assign incoming Leads to appropriate queues and users.
* Developed several **Custom Reports** & **Dashboards** to better assist managers and also report folder to provide report accessibility to appropriate personnel.

**Environment:** Force.com IDE, Apex Classes, Apex Triggers, Visualforce pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow & Approvals, Web Services.

**EDUCATION DETAILS:**

Bachelor in **Computer Science** from **Osmania University**, India

**\*\*\*Thank You\*\*\***