

Saqib Qamar

Salesforce Architect/Release Manager



PROFESSIONAL SUMMARY

Over 10 years of IT experience with Salesforce CRM Certified Salesforce.com **Certified CPQ Specialist, Platform Developer 1 and Salesforce Platform App Builder** and excellent experience as Salesforce Architect and Release Management.

PROFESSIONAL EXPERTISE

- Extensive experience with the Salesforce.com development life cycle, application design patterns, integration patterns and deployment planning.
- Expertise in Salesforce Customization, Configuration, Integration, Release Management, Deployment CI/CD, Administration.
- Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.

PROFESSIONAL EXPERIENCE

October 2022–Present | Big Data Dimension, Washington DC
Salesforce Architect/ Release Manager

Client – **Lyftrondata INC – Reston VA**

Responsibilities:

- Best practices regarding configuration vs. customization.
- Design technical architecture of the solution.
- Release management to all environments.
- Responsible for Release management – COPADO CICD with complete agile management, Gearset, ANT, GitHub and its Branch Management, Visual Studio Code, Eclipse IDE, Salesforce standard inbound and outbound Change Set and its connections.
- Monitor and enforce compliance rules for all metadata changes made across your environments and Git branches. Pinpoint non-compliant changes before they get deployed.
- Lead Development team and design sessions, designing and documenting technical solutions that are aligned with the business objectives.
- Responsible for Onshore-Offshore Coordination and flexible to coordinate with multiple modules team.

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EDUCATION

May 2011

Bachelor of Technology, Computer Science, from UPTU Lucknow.

RELEVANT SKILLS

Salesforce CRM/Development/Admin

CPQ Specialist, Service, Sales Cloud

Release Management, FSL, CPQ.
Lightning Aura/LWC/LMS

APEX, Triggers, SOQL/SOSL
Omni-Channel,
DocuSign, IVR, AVAYA
Salesforce security model,
OWD/Roles/Profile/Permission Set

SFDX Tools - Copado, Gearset, ANT
GitHub, VS-Code, Eclipse.

Agile Model & Scrum, Atlassian Jira

Snowflake Data ETL, SQL

Data Loader, Data Migration

- Design and deliver Data integration and Data migration, Data ETL strategy into SFDC platform.
- Implementations in Salesforce core languages: Apex (language, triggers, classes, web services); Visualforce (pages and components); Lightning components, LWC and SOQL.
- Used SFDC experience working in Visualforce, Lightning/Communities, APEX coding, Process Builder, Triggers, Workflows, Flows, CSS, HTML, Templates, Custom coding, and Web Services.
- Applies Lightning development experience including lightning design, components, Aura Framework, JavaScript, and Server-side components.
- Configuration and enabled Omni-Channel, Omni-Channel Routing – Queue based routing, Priority based routing, Skill based routing.
- Generate Omni Channel Reports and Omni-Channel performance dashboards and enabled Omni-Channel Operations.
- Data Migration process, ETL Process, Data Mapping, Data cleaning.
- Feasibility analysis of business requirements. Ability to understand data sourcing, volume & velocity and make recommendations for system implementation.
- Validate Salesforce object model.
- Work with Technical and functional teams to consult and designs, develop and deploy high quality business solutions on the SFDC platform based on industry best practices as well as business needs.
- Experience in End-to-End release process and tools - CI/CD (Continuous Integration/ Continuous Deployment) with package.xml based deployment using ANT with version controlling on GitHub.
- Implementations covering Sales Cloud, Service Cloud, Force.com, Chatter & App-exchange applications.
- Experience in Fields Service Lightning, Work order management, Asset Management, warranty management.
- Applies integration experience using both Web based technologies (Soap, Rest) and Integration with 3rd party systems with Single-Sign-on and OAuth.

March 2019–Aug 2022 | Waste Management INC - Gurgaon India

Salesforce Lead Developer

Client – **WM INC – Huston TX.**

Responsibilities:

- Lead technical design sessions, designing and documenting technical solutions that are aligned with the WM's business objectives.
- Experience in End-to-End release process and tools - CI/CD (Continuous Integration/ Continuous Deployment) with package.xml based deployment using ANT with version controlling on GitHub.
- Lead End-to-End Salesforce CPQ-Quote to Cash implementation along with the architecture, CPQ configuration including Product Configuration, Product Rule, Process, CPQ Pricing and Pricing waterfall with Pricing Rule, Contract Management, Opportunity Renewal process, Subscriptions, Approval Process, Order Management.
- Responsible for Release management – COPADO CICD with complete agile management, Gearset, ANT, GitHub and its Branch Management, Visual Studio Code, Eclipse IDE, Salesforce standard inbound and outbound Change Set and its connections.
- Monitor and enforce compliance rules for all metadata changes made across your environments and Git branches. Pinpoint non-compliant changes before they get deployed

- Worked with Technical and functional teams to consult and designs, develop and deploy high quality business solutions on the SFDC platform including multiple cloud – Service Cloud, Marketing Cloud, Sales Cloud based on industry best practices as well as business needs.
- Worked on Integrating the Salesforce Application with external application by making use of the Web Services SOAP/REST APIs.
- Data Migration process, ETL Process, Data Mapping, Data cleaning.
- Maintained sandboxes by regularly updating them against latest builds, by getting latest from the code repository.
- Created Custom Objects, Triggers, Apex Classes, Custom Controllers and Controller Extensions Troubleshooting & debugging the errors.
- Created custom Fields, Validation Rules, field dependencies, formula fields and various object relationships.
- Made use of Apex data loader & Data import wizard for data load operations.
- Created Workflow & Approval Process, Reports and Dashboards based upon the business requirements. Setup report folders to authenticated users based on their profiles.
- Implementations covering Sales Cloud, Service Cloud, Force.com, Chatter & App-exchange applications.
- Configuration and enabled Omni-Channel, Omni-Channel Routing – Queue based routing, Priority based routing, Skill based routing.
- Generate Omni Channel Reports and Omni-Channel performance dashboards and enabled Omni-Channel Operations.
- Design and deliver Data integration and migration strategy into SFDC platform.
- Data Migration process, ETL Process, Data Mapping, Data cleaning. .
- Validate Salesforce object model.
- Implementations in Salesforce core languages: Apex (language, triggers, classes, web services); Visualforce (pages and components); Lightning components, LWC and SOQL.
- Used SFDC experience working in Visualforce, Lightning/Communities, APEX coding, Process Builder, Triggers, Workflows, Flows, CSS, HTML, Templates, Custom coding, and Web Services.

Project - SBS - Digital Transformation.

Technologies Used: Salesforce Lightning platform and Lightning Experience on Service Cloud. Salesforce.com platform, Force.com Sites, Apex and its best practice with maximum test coverage, Aura Lightning Component, HTML and java scripts. Release management – CI/CD with package.xml based deployment using ANT with version controlling on GitHub and other deployment tools Copado, Gearset. Data Loader, Validation Rules and Workflow rules – Outbound Message and Notifications, Business rules, Flow, Process Builder, Custom Objects, fields, record types, page layouts, Einstein Analytic Studio, Web Services and IVR. Custom Tabs, Email Services, Email to Case, Omni-Channel, Sandbox data loading, Lightning Platform Event, SOQL, SOSL, VS Code, Agile Scrum Methodology.

Project - Asset Management (Sales Cloud - CPQ)

Technologies Used: Salesforce Lightning platform and Lightning Experience on Sales cloud CPQ. Salesforce.com platform, Force.com Sites, Opportunity Management, Quote Management, CPQ Product Configuration, Product Rules, Apex and its best practice with maximum test coverage, Aura Lightning Component, HTML and java scripts. Release management – CI/CD with package.xml based deployment using ANT with version controlling on GitHub. Data Loader, Validation Rules and Workflow rules – Outbound Message and Notifications, Business rules, Flow, Process Builder, Custom Objects/fields, Record types, page layouts, Web Services and IVR. Custom Tabs, Email Services, Email to Case, Omni-Channel, Sandbox data loading, Lightning Platform Event, SOQL, SOSL, VS Code, Agile Scrum Methodology.

April 2016– Sep 2019 | Net Technocrats Pvt Ltd Noida India

Senior Software Engineer

Client: Hardy Oil and Gas. (UK)

Responsibilities:

- Lead technical design sessions, designing and documenting technical solutions that are aligned business objectives.
- Supporting team members in both Customization and Configuration and closely monitoring the delivery.
- Release management to all environments.
- Release management tools – Copado, Gearset, ANT, GitHub and Visual Studio Code, Eclipse IDE, Salesforce standard inbound and outbound Change Set and its connections.
- Design and deliver Data integration and migration strategy into SFDC platform.
- Monitor and enforce compliance rules for all metadata changes made across your environments and Git branches. Pinpoint non-compliant changes before they get deployed
- Developed Apex Classes, Apex Trigger, Visualforce Pages, Apex Controllers (standard, custom and extension), schedulable Apex classes, and Batch Apex to meet various functional needs in the application and schema builder for development.
- Used SOQL and SOSL for various data fetching and manipulation needs of the application using platform database objects.
- Worked in couple of re-engineering projects, as a member of team involved in understanding Business Functionality of Existing System and preparing specification documentation, and knowledge transfer.
- Configuration and enabled Omni-Channel, Omni-Channel Routing – Queue based routing, Priority based routing, Skill based routing.
- Created page layouts, sharing rules, validation rules, fields, objects, record types and Improving field level security and so on.
- Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
- Responsible for various functional and technical issues, impact analysis and just in time fixation.
- Created various Reports and Dashboards to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different users based on the needs of the organization.
- Responsible for the design and development of large and complex development projects.
- Work with team across multiple development sites.
- Always worked towards wellbeing of customer and make them happy in every possible way.
- Work with HR to create job postings, screen resumes, interview candidates, etc.

Project #3 Hardy Oil & AMP, G - COMMERCIAL IT COE

Client: Hardy Oil and Gas. (UK)

Technologies Used: Salesforce Lightning Experience and Lightning component, Service Cloud, Salesforce.com platform, Configuration, Customisation - Apex and Salesforce Trigger and its best practice with maximum test coverage, Workflow rules – Outbound Message, Process Builder, Custom Setting, Custom Metadata, Changeset deployment, Data Loader, HTML, Validation Rules. Business rules, Approvals, User and profile permissions, sharing rules, Reports, Custom Objects, fields, Record types, page layouts. Custom Tabs, Email Services, Omni-Channel, Email to Case, Sandbox data loading, Lightning Events, SOQL, SOSL, VS Code, Agile Scrum Methodology.

Project #4 Chemists World

Client - Chemists World India

Technologies Used: Salesforce.com platform, Force.com Sites, Apex, Apex Trigger, Visualforce (Pages, Component, Controllers), Salesforce standard and custom objects, Salesforce security Model – OWD, User, Roles, Profile, Permission set, Record Pages, Data Loader, HTML, Workflow, Validation Rules, Approvals, Reports, Dashboard, Custom Tabs, Email Services, Email to case, Web to case, Sandbox data loading.

Jan 2014–Mar 2016 | Wincere Solution (P) Ltd, Noida. (INDIA)

Senior Software Engineer

Client – Indigene INC.

Responsibilities:

- Implemented Users, Roles(hierarchy), Profiles, Permissions to deny/grant access to Platform features
- Worked on Standard Objects like Accounts, Contacts, Leads, Opportunities, Cases and Solutions
- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles
- Worked on SOQL and SOSL queries to fetch the data from the salesforce database.
- Used Visual Force framework to integrate the application with web services. Created Visual Force pages and embedded it into the application.
- Created users, roles, territories, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Customized and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application
- Created Various record types based on the category of Clients
- Used Batch apex to look for past records and add them to the archive and Implemented App exchange applications
- Involved in setting up lead management, case management to web-to-lead, Web-to case, Email-to-case.
- Managed multiple sandbox environments and migrated the code/ components from sandbox to production using change set. Created email templates, formatted them and created a pattern for the future purpose
- Integrated with external services by making callouts which use SOAP and REST

Oct 2013 – Dec 2013| HCL Infosystem LLC Dubai

Software Engineer

Client - Dubai Civil Aviation Authority – Government of Dubai

Responsibilities:

- Responsible for Client and User interaction, gathering requirements, scope management activities, making specifications.
- Responsible to translate the business requirement into well-architected solution that best leverage the platform.
- Software Development Life Cycle (SDLC) including analysis, requirement, design, development, enhancements, testing, deployment, and maintenance of applications.
- Mobile Application development experience - XCode, Objective C, Swift, Interface building, Auto layouts, Fetching and storing Data, COCOA Touch Framework, Core Data framework, SQLite database, Push Notification, local notifications, various design pattern, JSON Parser (JSON), XML Parser for Web services (Rest/Soap) in Mobile Application development.
- Source Control Tools - GIT, SVN, VS Code,
- Experience in Agile Model & Scrum Methodology, Atlassian – Jira, Microsoft Teams.

Fab 2012 – Oct 2013| Nex-G Exuberant Solution Pvt Ltd Noida

Software Engineer

Responsibilities:

- Worked in couple of re-engineering projects, as a member of team involved in understanding Business Functionality of Existing System and preparing specification documentation, and knowledge transfer.
- Responsible to translate the business requirement into well-architected solution that best leverage the platform.
- Software Development Life Cycle (SDLC) including analysis, requirement, design, development, enhancements, testing, deployment, and maintenance of applications.
- Mobile Application development experience - XCode, Objective C, Swift, Interface building, Auto layouts, Fetching and storing Data, COCOA Touch Framework, Core Data framework, SQLite database, Push Notification, local notifications, various design pattern, JSON Parser (JSON), XML Parser for Web services (Rest/Soap) in Mobile Application development.
- Source Control Tools - GIT, SVN, VS Code,
- Experience in Agile Model & Scrum Methodology, Atlassian – Jira, Microsoft Teams.