**Imran Syed**

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**Synopsis**

Over 10 years of experience in **Salesforce** platform as **Technical Lead, Developer, Admin** and **Systems Analyst**. Designing and implementing **Marketing, Sales Cloud** & **force.com solutions** emphasizing on **Community** **Cloud &** **Java, Java Scripts.**

* Extensive experience in **developing Apex Classes, Apex Triggers, Integration, Visual force and Force.com API**.
* Experience in **Data Migration, SQL Server, SSIS, Data Mapping, Data Extraction,** **Source Data Discovery**.
* Worked on **MVC architectural design** through VF pages and **Apex Controllers** and **Extension Controllers**.
* Using the **MVC paradigm**, created **VF pages** to use **auto generated controllers** for **database objects**
* Experience in Salesforce **Apttus OOTB** Functionalities, deployed Apttus **QTC** (**CLM, CPQ**, etc.)
* Conduct **interviews & process mapping workshops** with **Product Owners** to gather **Business requirements**, User experience (**UE**) **requirements** & business scenario to create **use** **cases** and write **User Stories**.
* Experience working with Salesforce **Einstein Analytics & SAQL** (Salesforce Analytics Query Language).
* Salesforce Configuration and Design of **Partner & Customer Communities**, leveraging the **Lightning Community Builder**, **Lightning Components**, **standard** and **custom**, and also **Visualforce** and other tools where needed.
* Fulfilling **Customer, Partner** & **Employee** **use cases** through configuration & customization of **Community Clouds**
* **Build** and **configure point** and **click solutions** in **Communities Clouds**
* **Reviewing & deploying** the software builds of mission critical enterprise level applications that are running in **multiple Salesforce organizations,** extensively worked in **data migration** and **integration** using **Data Loader** post deployments
* Extensively used **Eclipse 3.2** for developing and testing the **Security Infrastructure Service**.
* Perform activities on **testing, performance, system updates, releases** and **security** requirements
* Captured, **analyzed** and **documented** requirements and write **User Stories**, **Use Cases** and **Functional Docs**
* Experience in **security and sharing model, SSO, Salesforce configuration, desktop/mobile integrations.**
* Implemented and Integrated services for complete **CPQ/CLM** in **APPTUS** and **Steelbrick**.
* Extensively worked on **Jenkins by installing, configuring and maintaining for the purpose of continuous integration (CI)** and for **End to End automation** for all build and deployments.
* Working knowledge on building new apps with the **Lightning App Builder and Lightning Components**.
* Expertise in writing **Bash Scripts, Pearl Scripts (hash and arrays), Python programing**
* Install, Configure & Management of **RDBMS and NoSQL** tools: **SQL Server 2008/2012/2014, MySQL & DB2.**

**Skillset**

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| Salesforce Technologies: | ***Apex Classes, Triggers, Controllers, Einstein Analytic Snapshots, Dashboards, SoQL/SoSL, Visual force pages, Lightning Components, Aura/Handlers, S-Controls Web Services, AJAX, CPQ, Steelbrick, Apptus*** |
| IDE’s & Tools: | ***Force.com Eclipse IDE Plugin, Data Loader, Platform (Sandbox, Production QTP, and Sandbox Testing)*** |
| Languages: | ***APEX, Java/J2EE, APEX, C#, C++*** |
| Web Technologies: | ***HTML5, CSS3, JavaScript, jQuery*** |
| Database: | ***Oracle, MySQL, DB2, SQL Server*** |
| Tools: | ***Git, SVN, Bitbucket, Jira, Jenkins, Maven, DevOps, VS Code*** |
| Methodologies: | ***Agile, Scrum, Waterfall*** |
| Business Process: | ***Service Requests & Activities, Order, Campaign & Case Management, Pricing, Partner Deal Registration, Data Cleansing and De-duplication, Incident & Change Management through BMC Remedy*** |

**Industries**

Having served the following industries, I have acquired domain knowledge on their business model and how their business processes works. **Banking & Finance, Insurance, Agri & Food Business, E-Commerce, Social Media, Sustainable Energy, Real Estate, Healthcare and Fin-Tech.**

**Employment Scan**

**Center for Sustainable Energy, San Diego (Salesforce Lightning Developer – ProTek Partners) Mar’20 – Current**

* Develop and Optimize new and existing 3 diff projects - **California Electric Vehicle Project, Oregon Clean Energy Project** and **New Jersey Sustainable Energy Project** and **preparing frameworks** for new project - **Massachusetts State Govt.**
* Developing **Lightning Web components**, **APEX Classes, Triggers, Workflows, VF Pages**, on **MVC Architecture**
* Working on **Community Cloud,** creating custom sites using **Drupel,** complex built on **Sales cloud.**
* **Create POCs** for new Client Projects and participate in **Customer Meetings** to understand the **scope of enhancements**

**JR Simplot - Boise, Idaho (Salesforce Project Lead– TechM/Simple Solutions) Aug’19 – Jan’20**

* Provides **technical leadership** to project application development teams (**Offshore and onsite**), defining approaches.
* Manage **SF project/s** for Food Business and Agri Business from **defining process, design to implementation**.
* Conducted, evaluated **Business Meetings** with **Stake Holders** to gather requirements & refine **User Stories** with **BA**
* Handle **Release Management** and involved in **Data Migration and Deployment** activities.
* **Reviewing and deploying** new functional builds in critical **enterprise level applications** in **multiple Salesforce orgs**
* Create, reviews and approves the **Technical Specs** to ensure requirements are complete, unambiguous, and verifiable.
* In collaboration with **Enterprise Architecture** Team & other IT architects (**data, security, infrastructure**); participates in planning for the future **applications architecture** and **roadmaps**, providing insight from their area(s) of expertise.

**Facebook - Menlo park, CA (Salesforce CPQ/CLM Consultant – Net Polarity/Pro Unlimited) Feb’19 – Aug’19**

* Developed various **Apex Classes, Controller classes** & **triggers** using **Force.com Eclipse IDE**
* Involved in maintenance of **Price Lists, Price** and **SKU Administration** (Change in **Prices/Discounts/EOS/EOL SKUs**)
* Created **Lightning components** using **Aura** and developed **SOQL and SOSL** statements for data manipulation needs
* Consolidated **multiple triggers** into a **single active trigger** for various objects under the salesforce **best practices**.
* Configured Complex Pricing for clients in Apttus using Price Lists, Constraint Rules and Price Rule Sets and developed Proposal/Quote Output Document using X-Author Contracts.
* Experience with **Product modelling, Advanced Pricing, Guided Selling** in **Apttus**.

**Humana Insurance, Louisville, KY (Salesforce Service Cloud Consultant – Syntel/US) Dec’17 – Jan’19**

* Worked on the **Support and Optimization** of the existing **Sales & Service** could functionality
* Developed **Test classes** with a min of **85% code coverage**, did **Data mapping** and **migration** from legacy systems
* Developing **Lightening pages** using **Aura**, implemented lightening **Controllers**, **Components** using **Lightning Design Systems (LDS)** for Lightning Community builder.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes**.

**Staples, Framingham, MA (Salesforce Developer - Syntel India & US) Sep’15 - Nov’17**

* Implemented **Security** operations,maintain **logs** on **events, releases, gap analysis**, **control** and monitor **best practices** and adhered to implemented **Compliances** for **Outlook functionality** and installed **outlook integration**.
* Worked on **Data Loader, App Exchange, Validation Rules, Workflows, Approval Process and Reports & Dashboards.**
* Worked on **Deployment Plans, Record types** to setup for Page layouts based on profiles during releases
* Modifies existing customizations using **XML** **metadata** files & migrated **custom** changes from **sandbox** to **prod**.

**Rancha Technologies, Hyderabad (Salesforce Developer) Nov’12 - Aug’15**

* Developed **APEX Classes, Visual force pages, APEX Triggers** to develop custom functionality with **85% code** coverage
* Created **Visualforce pages for custom login and configuration of communities**. Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules

**Mavin Infotech, Bangalore (Java Developer) Feb’10 – Oct’12**

* Port existing integration tests from **Scala to Java**. Build necessary library / services to enable porting
* Maintenance of automation framework, **J2EE, REACT**. Experience with **ETL**, stored procedures, & **SQL** Server **database**.

**ICICI Lombard (Sales Officer - General Insurance) Dec’08 – Apr’09**