

Md Zakaria Alam

Salesforce Developer

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Professional Summary

- 5+ years of professional experience in software development as a salesforce and java developer.
- Has good knowledge of the Technical and Functional aspects of Salesforce.com, on demand CRM package.
- Hands on experience on developing Triggers, Apex Classes and VF Pages.
- Workflows and process builder Implementation with custom Objects.
- Worked on the designing of custom objects, custom fields, role based page layouts design of Visual Force Pages as per the client and application requirements.
- Good experience in implementing Object Oriented Programming and Java framework technologies concepts in Software Development.
- Hands on experience in **Sales & Service Cloud**, Salesforce
- Good analytical, verbal, written communication, and interpersonal skills

Work Summary

- Currently Working as Salesforce Developer at **Cognizant Technology Solution, Kolkata**
- Software Developer/Senior System Engineer at **Infosys Limited, Bangalore** from May 2019 to January 2021.
- Java/Software Developer at **Aashini Software Consulting Solutions, Bangalore** from October 2017 to April 2019.
- Design Engineer at Terrier Security Services (India) Pvt Ltd from June 2016 to October 2016

Technical Skills

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|--------------------------|---|
| • CRM | : Sales Force |
| • Force.com Technology | : Apex, Visual Force, SOQL, Apex Triggers, Apex Workflow, LWC, Process Builder, Asynchronous Apex |
| • Java/J2EE Technologies | : Core Java, Spring MVC, Microservices, Hibernate |
| • Web Technologies | : XML, JavaScript, HTML, CSS, LWC |
| • DBMS | : SOQL, SQL Server, MySQL |
| • Development Tools | : Eclipse IDE, Visual Studio, Notepad++, Postman |
| • Cloud | : Sales Cloud & Service Cloud |

Salesforce Achievements:

- certified Developer : Salesforce Certified Administrator, PlatformDeveloper-1
- Points : 101,050
- <https://trailblazer.me/id/zakariaalam>

Projects

❑ Adobe Sign &SAP Integration

Employer	:	Cognizant Technology Solution, Kolkata
Tools/Technology	:	Apex, VF pages and Components, trigger, Batch Process workflow, custom metadata and Web Services -RESTful.
Platform	:	Salesforce.
Duration	:	1.6 years
Team Size	:	6
Role/Responsibilities	:	Interaction with client, Managing whole application end to end

Project Details:

Automating sample Order creation for the sales rep in CC1, VEEVA and MOXIE ORGs and signature request send through Adobe Sign e-signature request to Doctor for approval process before it was sending signature request through DocuSign. It is an integration project establish Connection from sources (Veeva, MOXIE) to destination org (CC1) using connected app and create a Sample request orders in destination org and sending a signature request through Adobe after validating the request params and sampling data.

❑ Business Process Management Tool (BPM)

Employer	:	Infosys Limited, Bangalore
Tools/Technology	:	Apex, LWC, Apex Trigger, Integration, workflow, Process Builder, Web Service- RESTful
Platform	:	Web.
Duration	:	1.6 years
Team Size	:	3
Role/Responsibilities	:	Coding, Deployment and Interaction with client

Project Details:

BPM tool is for managing and tracking end to end process workflows to onboard new document type of any kind of request. Before this tool whenever Bank onboarded a new document type, first raised a request through mail, and then manually data insertion happened. So we came up with the idea to make it more convenient and easy to use to track this request and the approval process must be streamlined through a single system.

❑ Symphony QuickCall

Employer	:	Aashini Software Consulting Solutions, Bangalore
Tools/Technology	:	Apex, VF pages and Components, trigger, Batch Process Workflow, Flows, Custom Setting, Process Builder
Platform	:	Web.
Duration	:	12 months
Team Size	:	4
Role/Responsibilities	:	Interaction with client, coding, and development

Project Details:

Workforce Management Solutions provides systems support and timekeeping services for Provincial Health Services Authority (PHSA Canada). Symphony QuickCall, an automated shift calling feature was integrated into the core function of scheduling and is now used by one-third of all PHSA employees. Using QuickCall, automated and interactive communications through voice, text and email are distributed to large groups of employees in short periods of time. During catastrophic emergencies like the BC wildfires, Symphony QuickCall efficiently notifies paramedics about immediate need for urgent assistance.

❑ QuickShift

Employer	:	Aashini Software Consulting Solutions, Bangalore
Tools/Technology	:	Ionic Framework, Angular, Java, J2EE, Spring boot, Hibernate, Microservices, MS SQL server
Platform	:	Web.
Duration	:	6 months
Team Size	:	4
Role/Responsibilities	:	Coding, Deployment

Project Details:

Symphonic QuickCall was a Web-based application but since most of the people in Canada and the USA prefer the mobile-based application, we came up with the idea to make it more convenient and easier to use. We built a hybrid QuickShift application with the help of ionic-3 Framework which supports both Android and IOS platform. Using QuickShift, automated and interactive communications through voice, text, and email are distributed to large groups of employees in short periods of time. During catastrophic emergencies like the BC wildfires, Symphony QuickCall efficiently notifies paramedics about the immediate need for urgent assistance.

Academic and professional Qualifications

- ☐ **Graduation** : B. Tech in ECE from Aliah University, Kolkata with CGPA **6.89**
- ☐ **Higher Secondary** : 12th from Islampur High School with **74%**.
- ☐ **Secondary** : 10th from Islampur High School with **79%**.

Personal Profile

Name	:	Md Zakaria Alam.
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Languages known	:	English, Hindi, Urdu, Bengali.