TABASSUM SANA SADIA

CAREER OBJECTIVE

Accomplished Salesforce Developer with strong technical knowledge in CRM tools, adept at explaining complex requirements to a wide variety of audience. Proven Multi-Tasker, Independent Worker and Good Team Player.

CORE COMPETENCIES

- Having 9 years of overall experience in IT space with robust knowledge in various technologies viz., Siebel, Salesforce, Vlocity, and Lightning.
- Over 4 years of experience in Salesforce for Analysis, Design, Development, Application Maintenance & Support of various Business Applications using Salesforce.com Platform using Apex, Visual force & Lightning and Vlocity.
- Experience in effective coding Force.com
- Having a very strong Functional and Technical knowledge on the functionalities Quoting/Enrollment/Renewals/GWC/Maintenance Changes in **Vlocity** Platform.
- Good in mapping **user stories**/use cases to functional design, technical design and implement solutions by following best practices, standards;

CERTIFICATIONS

- Salesforce.com Certified Force.com Platform Developer-I
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant
- Vlocity Certified Platform Developer

EDUCATION QUALIFICATION

- B.E, Muffakham Jah College of Engg & Tech – 2013

Major: B.Tech degree in Computer Science and Engineering
Marks Percentage Obtained: 80/100

- Intermediate, Narayana Junior College – 2009

Major: MPC
Marks Percentage Obtained: 95.7/10

- Secondary School (SSC), Gowtham Model School – 2007

Marks Percentage Obtained: 86%

TECHNICAL SKILLS SUMMARY

- Thorough understanding of Software Development Life Cycle (SDLC) and was responsible for Requirement gathering, Analysis/Design, Development, Testing, Defect/Bug fixing, supporting and Enhancing Applications.

- **Salesforce Languages :** Apex, Vlocity

- **Web Technologies :** HTML, PHP, CSS, JavaScript, Visualforce

- **Force.com Tools :** Apex Data Loader and Force.com.

- **Domain Knowledge :** Banking and Finance, Insurance, Media and Entertainment CRM – Cloud/Siebel

PROFESSIONAL EXPERIENCE SUMMARY

TOOLS /APPLICATIONS	• Eclipse IDE, Salesforce.com, Autorabit, Vlocity
EMPLOYERS	• Cognizant Technology Solutions May 2014 – Aug 2017 • Accenture Solutions Pvt Ltd Sep 2017 – Nov 2021 • Tech Mahindra Pvt Ltd Dec 2021 - Present

PROFESSIONAL EXPERIENCE - 1

Organization	:	**Cognizant Technology Solutions**
Project	:	**Cognizant Academy Project**
Designation	:	**Programmer Analyst**
Duration	:	**May 2014 – June 2015**

DESCRIPTION AND RESPONSIBILITIES

- Classroom training on C, Core Java, J2EE, MySQL, Oracle 10g PL/SQL, Cloud CRM which includes Salesforce.com (SFDC) Configuration, Developing Visual force Pages, Apex coding.
- Java application project on Passport Visa Management System using MVC design pattern.
- Java application project on Library Management System.

PROFESSIONAL EXPERIENCE - 2

Organization	:	**Cognizant Technology Solutions**
Project	:	**Key-bank 360 view Profile (Key Intelligent Profile).**
Technologies	:	**Siebel CSS, HTML5**
Designation	:	**Programmer Analyst**
Duration	:	**June 2015 – Nov 2016**

DESCRIPTION AND RESPONSIBILITIES

The main purpose of KIP is to display consumer consolidated data in single screen rather than user navigating to various applications for account and other banking related information.

- Analysis of existing key bank applications to understand their functionality.
- Gather requirements and Prepare analysis document
- Worked as a part of solution design and UI design for KIP screen to display the data from multiple sources in a single screen
- Worked as a part of Development to develop KIP business layer using Siebel and Servlets
- Worked as a part of UI development to develop KIP presentation layer using JSP, CSS.

- Perform Unit Testing.
- Defect fixes in all releases.

PROFESSIONAL EXPERIENCE - 3

Organization	:	**Cognizant Technology Solutions**
Project	:	**Warner Bros – CRM Innovation**
Technologies/Tools	:	**Salesforce, Object Oriented Programming**
Designation	:	**Programmer Analyst**
Duration	:	**Dec 2016 – Aug 2017**

DESCRIPTION AND RESPONSIBILITIES

Desktop Account Details is a web application for branch banking users used to view and perform various maintenance activities on various bank accounts and cards across KeyBank.

- Analysis of existing key bank applications to understand their functionality.
- Gather requirements and Prepare analysis document
- Developing and implementing business layer using Apex, Triggers, VF Pages, Test Classes while maintaining good quality code and design patterns.
- Invoking automated workflows based on the data retrieved from different sources which is an automation process created as part of development.
- Supported SIT/UAT testing, deployments for multiple territories, and post deployment support, presentations to business users.
- Worked on estimates of requirements, user stories based on complexity and design solutions as release as per project plans.
- Defect fixes in all releases.

PROFESSIONAL EXPERIENCE - 4

Organization	:	**Accenture Solutions Pvt Ltd**
Project	:	**Canadian Imperial Bank Of Commerce (CIBC)**
Designation	:	**Application Development Analyst**
Duration	:	**Dec 2017 – June 2019**

RESPONSIBILITIES

- Development on the Salesforce.com platform through configuration and customization.
- Implementation of back-end logic and front-end components.
- Worked on Apex Classes, Apex triggers, Visualforce Pages, Batch Apex, Queueable Apex, Future Methods, Scheduled Apex & SOQL.
- Attend daily calls to get clarification on functional requirements and for working on enhancements for Salesforce application as per the user stories.
- Worked on estimates of requirements, user stories based on complexity and design solutions as release as per project plans.

PROFESSIONAL EXPERIENCE - 5

Organization	:	**Accenture Solutions Pvt Ltd**
Project	:	**Blue Cross Blue Shield of Michigan(BCBSM)**
Designation	:	**Application Development Analyst**

Duration	:	**Sep 2020 – Nov 2021**

RESPONSIBILITIES

- Working as one of the key developers responsible for complex user stories implementation and defects fixes.
- Implemented **customizations** using **apex** classes, **visualforce** pages, triggers, SOQL and SOSL, validation rules, workflow rules, process builder, flows, approvals, batch apex; setup users, profiles, roles, org-wide defaults, sharing rules etc.,
- Designed and implemented front-end functional deliverables that are highly usable, scalable, extensible, and maintainable.
- Worked closely with the customer to optimize and customize their UI flows, web design and front-end development by using Vlocity Dataraptors, Cards, and Omniscripts.
- Worked with Vlocity Omni Script and its Input and action components, designing and deployment. Setup and configure Omni-Script components.
- Experience in designing and developing various Lightning components and Lightning apps to provide better and more interactive interfaces to end-users.
- Implementation of back-end logic and front-end components.
- Worked on Apex Classes, Apex triggers, Visualforce Pages, Batch Apex, Queueable Apex, Future Methods, Scheduled Apex & SOQL.
- Attend daily scrum calls to get clarification on functional requirements and for working on enhancements for Salesforce application as per the user stories.

PROFESSIONAL EXPERIENCE - 6

Organization	:	**Tech Mahindra Pvt Ltd**
Project	:	**Vodafone**
Designation	:	**Solution Architect**
Duration	:	**Jan 2022– August 2022**

RESPONSIBILITIES

- Worked as Vlocity/Salesforce Architect to help create blueprints, standard processes, best practices, design documents providing governance for global factory centrally developed artefacts and assets to be reused across markets.
- Designed and implemented front-end functional deliverables that are highly usable, scalable, extensible, and maintainable.
- Worked closely with the customer to optimize and customize their UI flows, web design and front-end development by using Vlocity Dataraptors, Cards, and Omniscripts.
- Prepared the data model, Code/document repository architecture.
- Collaborated with different markets to provide the governance and interlock between the development of global chassis factory, component re use and market plans.
- Implementation of back-end logic and front-end components.
- Worked on Apex Classes, Apex triggers, Visualforce Pages, Batch Apex, Queueable Apex, Future Methods, Scheduled Apex & SOQL.
- Attend daily scrum calls to get clarification on functional requirements and for working on enhancements for Salesforce application as per the user stories.

DECLARATION:

I hereby declare that all the above information is true to the best of my knowledge and belief.

Place: Hyderabad   Signature

Date: [Tabassum Sana Sadia]