

Personal Details

- Visa/Residential Status: Pakistan
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Work Experience:

Senior Salesforce Consultant/Developer at

Tectonic LLC

May'19 – till date

Software Engineer at

Sibisoft (Pvt.) Ltd.

Mar'19 – Apr'19

ERP Developer at

Supernova Solutions

Jul'17 – Feb'19

Skills

- CRM Implementation
- Develop Custom Solutions
- System Integration
- Technical Documentation
- Integration with 3rd party systems
- Data Modelling

Technology Experience

- Apex Triggers / Classes
- SOQL / SOSL
- Lightning Components (LWC / AURA)
- Visualforce
- REST / SOAP APIs
- Salesforce Flows
- Omni Studio Components
- Data Analytics and Reporting tools (Conga / Nintex)
- Salesforce AppExchange
- HTML / CSS / JavaScript
- C# / JAVA / React Native / Xamarin
- MySQL / MS SQL
- JIRA Software

Release Management Tools

- Copado
- GearSet
- Bitbucket
- Blue Canvas

Certifications

- Salesforce Certified Application Architect
- Salesforce Certified Data Architect
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Platform Developer II
- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified CPQ Specialist
- Salesforce Certified AI Specialist
- Salesforce Certified AI Associate
- Salesforce Certified Associate

Principal Areas of Practice

- Gathering and analyzing requirements, define project objectives, and translate requirements into scalable and efficient technical solutions.
- Involved in troubleshooting, development, unit testing and deployment processes.
- Conduct system performance analysis, optimize code, and ensure high-quality deliverables.
- Provide technical mentorship, conduct code reviews, and facilitate knowledge sharing among team members.
- Identify and resolve complex technical issues and challenges.
- Strong problem-solving skills with excellent communication and interpersonal skills.
- Support user acceptance testing (UAT) to ensure project success.
- Implemented Salesforce solutions within Agile frameworks, collaborating with cross-functional teams to enhance system functionality and improve user experience.

Professional Experience

- Implemented various Salesforce CRM Solutions, including Sales Cloud, Service Cloud, Community/Experience Cloud and Health Cloud.
- Worked on Multiple Integration projects using the Web APIs.
- Involved in customizing Salesforce Applications using Apex, Lightning Components, Visualforce and other relevant technologies.
- Possess extensive knowledge and expertise in Salesforce data security and risk management.
- Exhibit in-depth knowledge and expertise in Salesforce platform capabilities, features, and best practices.

Major Salesforce Projects

BCBSMA Provider Modernization Health Cloud Project

Project Duration: Jan'24 – till date

- Worked as Lead Developer on the project.
- Involved in requirement analysis and proposing technical solutions.
- Worked on Technical Design Documentation and architecture diagrams.
- Implementing Provider Network Management for BCBSMA.
- Incorporating changes in the existing implementation ensuring no other automation affect by our work.
- Worked with team in developing Provider Setup for Healthcare Individual, Group and Facility Type of Providers.

Skills: Apex Classes / Triggers, LWC, Omni studio Components, Flows, Health Cloud, Technical Documentation.

BCBSMA Medicare Lead Intake Project

Project Duration: Jul'23 – Dec'23

- Worked as Tech Lead on the project.
- Developed the logic for round robin assignment of Lead and Tasks to sales team.
- Create Reports and Dashboard for data presentation coming via integration.
- POC for the existing implementation to build our process in complete isolation so that no other automation affect.

Skills: Apex Classes / Triggers, REST APIs, Reports and Dashboards, Technical Documentation

BCBSMA Optimize Commission Replacement Project

Project Duration: Feb'23 – Dec'23

- Worked as Tech Lead on the project.
- Involved in requirement analysis and proposing technical solutions.
- Worked on Technical Design Documentation and architecture diagrams.
- Worked with team in developing Integration to get data from the external source.
- Implemented the experience cloud for client. Also Set up the security model for experience cloud site.

Skills: Apex Classes / Triggers, REST APIs, LWC, Visualforce Pages, Flows, Experience Cloud, Technical Documentation

Education/Qualifications

Master of Science in Computer Science & Information Technology

NED University of Engineering and Technology, Karachi.

2021

Bachelor of Science in Computer Science (BSCS)

Dadabhoj Institute of Higher Education. 2017

Industry Experience

- Information Technology
- Healthcare
- Hospitality
- Education

Languages

- English

BCBSMA BDC Reporting Project

Project Duration: Mar'23 – Aug'23

- Worked as Tech Lead on the Project.
- Involved in requirement analysis and proposing technical solutions.
- Worked with team in developing asynchronous jobs for capturing data change in certain objects.

Skills: Apex Classes / Triggers, Flows, Reports and Dashboards, Technical Documentation

Turtle Bay Service / Experience Cloud and Integration Project

Project Duration: Jul'22 – Feb'23

- Worked as Technical Architect on the project.
- Involved in requirement analysis and proposing technical solutions.
- Integrated external systems with Salesforce, via Apex callout and Zapier. Also, implemented Salesforce Experience Cloud for customer self-service registration process.

Skills: Apex Classes / Triggers, LWC, Experience Cloud, Technical Documentation, REST APIs, Omni Channel, Email to Case, Web to Case

Ranch Service Cloud Project

Project Duration: Dec'21 – Jul'22

- Worked as Developer on the project.
- Developed Lightning Component for weekly appointment scheduling, leveraging Salesforce Limitations and conducted client demos to gather feedback and incorporate them.

Skills: Apex Classes / Triggers, LWC, Flows, Experience Cloud

Org Merge & CPQ for LRN

Project Duration: Feb'21 – Dec'21

- Worked as Developer on the project
- Merged two orgs into one, including object configuration, metadata and data migration, and CPQ setup for contract amendments, renewals, early terminations, and early renewals.

Skills: Apex Classes / Triggers, Org Merge, Data Migration, CPQ, Flows

BCBSMA ASC Billing Project

Project Duration: Sep'20 – Jun'21

- Worked as Developer on the project.
- Replaced the client's BARS system with Salesforce for billing data management and automated processes within Salesforce.

Skills: Apex Classes / Triggers, Reports and Dashboards, Salesforce Automation

BCBSMA CTI Integration Project

Project Duration: Mar'20 – Aug'20

- Worked as Developer on the project.
- Implemented CTI for BCBSMA in classic console and built custom opportunity layout using Visualforce, leveraging salesforce limitations.

Skills: Apex Classes / Triggers, Reports and Dashboards, CTI Configuration, Visualforce Pages, Flows

Watermark Account Receivables Service Cloud Project

Project Duration: Sep'19 – Mar'20

- Worked as Developer on the project.
- Implemented Web, Email, and Chat-to-Case, set up Omni-Channel for CSRs, and configured Live Agent.

Skills: Apex Classes / Triggers, Reports and Dashboards, Service Cloud, Email to Case, Web to Case, Omni Channel, Flows

Watermark Org Merge, Sales, Service, CPQ Implementation

Project Duration: May'19 – Aug'19

- Worked as Developer on the project.
- Merged six Salesforce orgs by migrating metadata and data, implemented CPQ, integrated tools like Wootric Surveys, Mavenlink, and ZoomInfo, and customized standard objects and processes.

Skills: Apex Classes / Triggers, Data Loading, CPQ, AURA, Salesforce AppExchange, Flows