

Mario Hajj

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SUMMARY

Certified Salesforce Consultant with over a year of experience, specializing in configuring and developing Salesforce solutions for Sales and Service Cloud based on thorough business analysis. Proficient in Apex, Visualforce, and Lightning components. Committed to maintaining certifications and staying updated on industry trends. Aspiring to leverage my expertise in Salesforce consulting and development to contribute to innovative projects that enhance business efficiency and customer satisfaction. Seeking a challenging role where I can utilize my skills to deliver impactful solutions.

TECHNICAL SKILLS

Programming Languages: Java, JavaScript, PHP, Python, C++, C, SQL, MATLAB, C#

Frameworks and Libraries: JavaFX, Angular, JQuery, JSON, .NET

Salesforce Skills: Salesforce CRM, Salesforce SFA, Sales cloud, Service cloud, Lightning Web Component, Trigger, Apex, SOQL, HTML, CSS, Visualforce, deployment, application configuration, user management, reports and dashboards, data import and export, workflows, validation rules, approval processes, process builder, customization of sites with Experience Builder, creation of business and technical documentation, bug tracking and resolution, web services integration, comprehensive testing (Functional, Integration, Performance), portal customization (branding, roles, secure data sharing), Tableau.

Development and Collaboration Tools: NetBeans, Visual Studio Code (VS Code), Jira, Confluence

Database Management Systems: SQL Server

PERSONAL SKILLS

Teamwork: Successfully collaborated with cross-functional teams to deliver tasks on time.

Problem-Solving: Demonstrated strong problem-solving abilities by quickly identifying and resolving issues during Salesforce implementations.

Communication: Clearly and concisely communicated project updates and requirements within the team, ensuring all parties were informed and aligned on expectations.

PROJECTS

Identifying and Recommending Best Restaurants

21 Oct 2024

- Cleaned the data by removing missing values and eliminating duplicate entries.
- Conducted exploratory data analysis (EDA) using Python on restaurant geographical distribution, franchises, table booking options and online delivery percentages.
- Developed interactive dashboards in Tableau to visualize data insights and identify star restaurants.

Sales Comparison Dashboard

14 Oct 2024

- Developed an interactive dashboard using the Sample Superstore dataset to visualize sales performance between two regions.
- Displayed key metrics including total sales, average sales per order, maximum sales, minimum sales, customer count, order count and product variety.

Insurance Data Analysis Project

8 Sept 2024

- Conducted exploratory data analysis (EDA) on an insurance dataset to identify factors influencing healthcare premiums.
- Utilized Python libraries (Pandas, NumPy, Matplotlib, Seaborn) for data cleaning, visualization and feature analysis.
- Developed a predictive model to estimate medical insurance costs.

ScienceQtech Employee Performance Mapping

16 Jul 2024

- Designed a relational database and imported datasets for employee performance tracking.
- Created an ER diagram to model the database structure.
- Developed SQL queries to fetch, filter and group employee data, calculate salaries and assign experience-based ranks.
- Built views to display high-salary employees across countries.

- Implemented stored procedures and functions to retrieve employee details and validate job profiles.

Predicting restaurant tips using predictive analytics on Excel

24 Jun 2024

- Cleaned the dataset to ensure data quality.
- Encoded categorical variables for model compatibility.
- Constructed a predictive model, with performance evaluated using the Root Mean Square Error (RMSE)

EXPERIENCE

Data Analyst Training

Jun 2024 –Oct 2024

Simplilearn

Business Analytics with Excel (Completed)

- Data Analysis and Cleaning
- Encoding Categorical Variables
- Model Building and Performance Evaluation
- Data Visualization with Pivot Tables and Charts

SQL (Completed)

- Data Extraction and Manipulation
- Creating Views
- Developing Stored Procedures

Programming Basics and Data Analytics with Python (Completed)

- Data Manipulation and Preparation: Used Pandas for data cleaning and organization and NumPy for numerical computations.
- Exploratory Data Analysis (EDA): Explored data patterns and created visualizations with Matplotlib and Seaborn to identify trends and insights.
- Correlation and Trend Analysis: Analyzed relationships between variables and identified significant trends.
- Data Visualization: Designed charts to illustrate feature relationships and data distributions, enhancing interpretation and decision-making.

Tableau Desktop Specialist (Completed)

- Developed dynamic dashboards with interactive filters, enabling real-time exploration of data trends and insights.
- Visualized data using a variety of chart types, including line charts, bar charts, and scatter plots, to highlight key trends and relationships between variables.
- Built geographic maps to analyze location-based data, revealing regional patterns and trends that supported better decision-making.

Salesforce Consultant

Dec 2022 – Jan 2024

El-Technologies Lebanon

Project: Tecom AXS

- Switched the project from Salesforce Classic to Lightning Experience
- Analyzed project requirements and developed tailored solutions
- Estimated time requirements for project tasks
- Performed Salesforce configuration
- Developed Apex classes, generic Lightning Web Components and implemented web and mobile responsive styles
- Created test classes and prepared comprehensive business and technical documentation
- Adapted Visualforce Pages and adjusted page layouts for improved usability
- Customization of Sites with Experience Builder: Design and development of user interfaces, configuration of pages and components, integration of Lightning components, creation of themes and page templates, responsive optimization for mobile and desktop
- Customization of Salesforce Community Cloud portals, including custom branding, user roles and secure sharing of information between internal users and external customers or partners
- Developed test cases to effectively address various business scenarios
- Designed and developed automated service processes through Salesforce screen flows to streamline user interactions and improve efficiency, ensuring an intuitive experience for end users

Project: Emirates Post

- Configured flow, formula fields, validation rules, list views and page layouts
- Deployed Salesforce configurations and customizations across different environments
- Conducted rigorous testing to ensure functionality and accuracy

- Learned Salesforce Administration, focusing on Administrative Essentials in Lightning Experience
- Developed skills in Salesforce Programming, including Apex, Visualforce, Triggers and SOQL
- Created and implemented Lightning Web Components
- Practiced a Salesforce project on Sales Cloud, which included extensive configuration and development:
 - Lead Management: Created leads and managed the lead conversion process, transforming leads into customers.
 - Client Configuration: Configured both B2B and B2C clients, tailoring Salesforce solutions to different business models.
 - Product and Sales Management: Developed and managed products, opportunities, and quotes for clients, streamlining sales processes.
 - Validation Rules and Flow Processes: Implemented validation rules and designed flow processes to ensure data integrity and enhance workflow efficiency.
 - Dashboards, Reports, and Approval Processes: Created dashboards with detailed reports for data-driven decisions and set up approval processes to streamline operations.
 - User Roles and Profiles: Configured roles and profiles for users, ensuring appropriate access and security within Salesforce.
 - Apex and Lightning Components: Developed and deployed Apex solutions and Lightning components to enhance functionality and user experience.
 - Web Services Integration: Integrated web services to enable data exchange between Salesforce and external systems.

EDUCATION

Arts Sciences & Technology University in Lebanon

Master of Science in Computer & Communication Engineering.

Oct 2018 – Jun 2020

Arts Sciences & Technology University in Lebanon

Bachelor of Science in Computer & Communication Engineering

Oct 2015 – Jun 2017

LANGUAGES

French: Intermediate

English: Intermediate

CERTIFICATIONS

- Salesforce Certified Administrator result 93%
- Data Analyst Capstone (simplilearn)
- Programming Basics and Data Analytics with Python (simplilearn)
- Tableau Desktop Specialist (simplilearn)
- Web development (CIS)
- HTML & CSS (Mahara-Tech)
- Business Analytics with Excel (simplilearn)
- SQL (simplilearn)
- JQuery for Web Designers by Joe Chellman(Linked In Learning)
- JavaScript Essential Training by Morten Rand-Hendriksen (Linked In Learning)
- JavaScript Ajax and Fetch by Sasha Vodnik (Linked In Learning)
- Programming Foundations: Design Patterns (Linked In Learning)
- Learning C# by Joe Marini (Linked In Learning)