

# ARPAN SHAH

E-MAIL ID: [shaharpan8@gmail.com](mailto:shaharpan8@gmail.com)

PHONE NO: (+91) 6351066599

SKYPE: arpan.shah73

## PROFESSIONAL SUMMARY

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- A total Professional around **4+ years** of IT experience and more than **2 years** of good experience as Salesforce Platform Developer as well as Salesforce admin.
- Experience with Salesforce lightning.
- Strong Experience in SFDC Development implementing the force.com (APEX Classes, APEX Triggers, Visual Force pages, SOQL).
- Worked experience with service cloud, vlocity communication cloud.
- Experience in Agile methodology and SCRUM methodology.
- Adjust and Write Apex and visualforce pages with code coverage at high percentage as well as meet business needs.
- Experience in Apex Rest API Services.
- Experience in email alert, email templates, workflows, Process Builder as per client's requirement.
- Expertise in customizing standard objects like Accounts, contacts, Opportunities, products, Cases, Leads, Reports and dashboards for different user profiles as per requirement.
- Creating lookup and master-details relationship on the objects and various advanced fields like Pick-list, custom formula, field updates.
- Knowledge in lightning experience with HTML, CSS, Java Script.
- Good Communication and interpersonal skills, comfortable with both small and large team environment. A team player with positive attitude, honest towards the work.

## TECHNICAL SKILL

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- Salesforce Technologies: Apex Classes, Apex Rest, SOQL, VisualForce pages, Change sets, Workbench, Community, Einstein bots, Triggers, Custom Objects, Web services, Validation Rules, Work Flows, Dashboards, Reports, Salesforce lightning, Data Loader, Omni script, Data Raptor, vlocity cards, CPQ
- Java Technologies: Java/J2EE, Maven, Java Web services (JAX-RS) and Restful, JSP, JSTL, JDBC, Servlets, Apache Tomcat Server, PostgreSQL,
- Frameworks: Spring MVC and Hibernate
- Scripting/Markup languages: HTML5, CSS3, JavaScript, jQuery
- Version Control: SVN, Git
- Methodologies: Agile

## CERTIFICATION

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- Vlocity developer essentials (Aug, 2018)
- Vlocity platform Certification (November, 2018)

## WORK EXPERIENCE

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- Working as an Salesforce Developer, GRSoft Solutions Team Pvt. Ltd., Noida, 09/2020
- Working as an Application Development Associate (Salesforce Developer), Accenture Riga Liquid Studio, Riga, Latvia, 03/2018 – 01/2020
- Working as a Software Developer, Yogin Technologies Pvt. Ltd, India, 04/2016 – 07/2017

- Working as a System Development Engineer, Flydocs India Pvt Ltd, India, 11/2015 –04/2016

## PROJECTS

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### 1. Project Name: Pochteca- Salesforce CPQ (Mexico)

**Period:** 09/2020 - 12/2020

**Responsibilities:**

- Implementing APEX classes, triggers and Visualforce pages development, execute dynamic SOQL and DML queries as per business requirement.
- Involved with Salesforce flow builder and process builder.
- Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
- Involved in creating and configuring workflow rule for a standard/custom object.
- Interacted with validation rules, quick actions with standard and custom objects.
- Used SOQL for Data manipulation needs of the application using platform Database Objects.

**Technologies:** Salesforce.com, Apex classes, trigger, Apex batch, Visualforce pages, Flows, Process builder, Changesets, Workbench, Data Loader, Communities, and SOQL.

**Methodologies:** Agile.

### 2. Project Name: Schibested - Swedish media Group company using salesforce

**Period:** 09/2019 – 01/2020

**Responsibilities:**

- Expertise in APEX classes, triggers and Visualforce pages development, execute dynamic SOQL and DML queries as per business requirement.
- Provide features set for sales B2B customer and B2C customer.
- Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
- Involved in creating and customizing Email templates and configuring them to the email alert within the workflow rule for a standard/custom object.
- Interacted with validation rules, quick actions with standard and custom objects.
- Used SOQL for Data manipulation needs of the application using platform Database Objects.

**Technologies:** Salesforce.com, Apex classes, trigger, Apex batch, Visualforce pages, Flows, Process builder, Changesets, Workbench, Data Loader, Communities, and SOQL.

**Methodologies:** Agile.

### 3. Project Name: Accenture internal project - Salesforce/Vlocity(CMT) integration business case (Telecommunication Industry)

**Period:** 06/2018 – 09/2019

**Responsibilities:**

- Implemented Apex classes for integrating third party systems like Vlocity, Einstein chat Bot with salesforce.
- Salesforce environment configuration (Process Builder, flow builder, Data loader).
- Implemented unit test scenarios on Sandbox and production environment and migrated code to deployment upon successful testing.
- Working with CPQ or EPC for product configuration.
- Experience on vlocity cloud application with their vlocity components like Omniscript, Data Raptor, actions, cards layout and got opportunities to solve challenging task.
- Experience with designing omniscript, card layout and connection with data raptor for telecom clients.

**Technologies:** Salesforce.com, Apex, Apex Rest, Visualforce pages, lightning Flows, Vlocity CPQ, Change sets, Workbench, Communities, Einstein bots, Omniscript, Data Raptor, vlocity cards, Aria Systems.

**Methodologies:** Agile.

#### **4. Project Name: SomeAn (Social media Analytics Web-Application Project).**

**Period:** 12/2016- 05/2017

##### **Project Description:**

It is a web application which is created in java platform. This is a social media tool which, we can see our social media profile like Twitter, Facebook, Google plus also, comparative analysis in term of sentiment, polarity, word cloud, influences score, activity engagement analysis for user profile.

##### **Responsibilities:**

- Dependency Injection of service objects for database interaction is achieved by writing bean definitions for Data Source, JDBC Template, and DAO classes in springs. Developed web application using Spring MVC and effectively wrote Action classes, Actionforms.
- Responsible for development of an application from scratch.
- Developed the front-end application using JSP, Servlets, Custom tag libraries where user can enter the input data for business logic.
- Developed Jasper report for summary of social media user account as PDF format.
- Responsible for researching integration between Java to R (Analytics). To build up a business logic in java for using existing algorithms written in R language
- Integrating the view module with PostgreSQL using Hibernate.
- Developing JSP pages and the view and controller related files using spring MVC framework.

**Technologies:** Java/J2EE, R (Analytics) Studio, MongoDB, Spring MVC, JPA, Hibernate, PostgreSQL, Tomcat, JSP, Jasper Report, JSTL tag libraries HTML5, CSS3, Java Script, jQuery, SVN.

## **EDUCATION**

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Bachelor's Degree of Computer Science, Gujarat Technological University, 2008 – 2012

Master's Degree of Computer Science, Gujarat Technological University, 2013-2015

## **PERSONAL INFORMATION**

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- Nationality: Indian
- Language: English, Hindi, Gujarati