H A R D I K K A L A T H I Y A

S R. S A L E S F O R C E D E V E L O P E R

(510) 9449085 hardikkalathiyasfdc@gmail.com

#  CERTIFICATIONS (10) SUMMARY

###  Certiﬁcate Veriﬁcation [Click here](file:///C%3A%5CUsers%5Chkalathiya%5CDownloads%5CHardik%20Kalathiya%20Certification%20Detail%20Print.html)



 

 

#### Salesforce Certified Platform Developer I

#### Salesforce Certiﬁed Administrator

#### Salesforce Certified Sales Cloud Consultant

#### Salesforce Certified Community Cloud Consultant

#### Salesforce Certified Einstein Analytics and Discovery Consultant

#### Salesforce Certified Service Cloud Consultant

#### Salesforce Certified CPQ Specialist

#### Salesforce Certified Platform App Builder

#### Salesforce Certified Field Service Lightning

#### Certiﬁed APTTUS Quote to Cash

 Trailhead Profile

<https://trailblazer.me/id/hkalathiya>

**LinkedIn**

[**“Click here”**](http://www.linkedin.com/in/hardikkalathiya)



* 9x Certiﬁed, 6x Super badges, 2x Ranger and Sr. Salesforce.com consultant with 7 years of experience on salesforce/Force.com technology stack.
* Good understanding of Software Development Life Cycle (SDLC) and Agile with Expertise in requirement gathering, Analysis, Designing, Development and Testing.
* Analyzed, planned and implemented various aspects of business requirement on SFDC.
* In-depth understanding of SFDC CRM business processes.
* Strong knowledge of Sales, Marketing, Service and Support Automation.
* Developed Apex classes, Controller classes, Apex Triggers and Visualforce Pages on Force.com platform to customize application according to the functional needs.
* Enhanced the Quote configuration by adding APTTUS CPQ features like Smart Search and refine search to the current quote process.
* Expertise in Apex to implement the complex business logic with in Governor Limits.
* Good experience on SOQL, SOSL, Custom settings, Schedule Apex, Batch Apex.
* Have extensive experience in implementation of Custom Objects, Custom Tabs, Workﬂow Rules, and Role based Page Layouts and Record Types, Approvals, Assignment Rules.
* Experience and knowledge on Salesforce and BMI integration on recent project.
* Have knowledge in implementing various advanced ﬁelds like Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, ﬁeld updates & Email generation according to application requirements.
* Working with different aspects of Web Services (XML, WSDL, SOAP, REST).
* Having a good knowledge on Web to leads, Email to case, Web to case, Assignment Rules, Customer and Partner Portals, Community, AppExchange.
* Ability in Creating Proﬁles, Roles, Users, Tasks and Actions, Dashboards, Reports, and Validation Rules.
* Extensive Experience in Salesforce Integration with in house legacy systems using Web services API like Rest, Bulk and SOAP and third-party tools like Cast Iron and Informatica-on-Demand.
* Experience in Salesforce Integration with in house legacy systems using Web services API like Rest and SOAP.
* Experienced in web technologies like HTML, XML, CSS and JavaScript.
* Experience in Data Migration, Data-Modeling, Data Extraction, Transformation, Data Loading, Scheduling, Monitoring, and Reporting using ETL tools like Apex Data Loader, Informatica Power center and Informatica On- Demand.
* Experience working with Deployment Tools like Force.com IDE, Change Sets, and ANT based Migration Tools and Salesforce.com Sandbox environments.
* Excellent Work ethics, Self-motivated, Quick learner and Team oriented. Continually provided value added services to the clients through thoughtful experience and Excellent Communication Skills.

TECHNICAL SKILLS

Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages

/Components, Batch Apex, Apex Email Service, Web Services, SOQL, SOSL, Workﬂow & Approvals, Reports, Dashboards.

SALESFORCE TOOLS

Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Import Wizard, Data Loader, Talend, Force.com Excel Connector, Clouding, Mavens Mate, Developer Console, ANT Migration

Tool, Flosum, CodeScan

INTEGRATING TOOL

Apex Data Loader, Informatica PowerCenter Fusion Dupe blocker, CRM Fusion People import, Informatica On-Demand, APTTUS CPQ, ServiceMAX

PROGRAMMING

Apex, ASP.Net, C, C++, Java

WEB TECHNOLOGIES

HTML, XHTML, XML,

CSS3, AJAX, IBM WebSphere, Java Script, WSDL, SOAP API,

REST API

EXPERIENCE

**Client:** Gilead Science, Foster City, CA. **Duration:** November 2019- Current **Role:**  Sr. Salesforce Architect/Developer

#### Responsibilities:

• Development on projects from requirements gathering through solution design, build, testing and deployment.

• Performed the build activities to deliver a solution from the design stage to a functional application.

• Developed applications using the Force.com platform (Apex classes/triggers, Visual Force pages, Web Services API), related web technologies (CSS3, HTML5, Ajax, JavaScript) and other enterprise programming languages such as Java.

• Integrate enterprise applications such as Salesforce with analytical platforms and other applications via integration tools using SOAP or REST web service protocols.

• Execute unit tests and write Apex test classes for code coverage.

• Used development tools such as Eclipse IDE (for source code editor, debugging and deployment) and GIT (for source code and version control).

• Participated in design and code reviews to ensure development quality.

• Deployed metadata (conﬁguration and code) to diﬀerent environments via tools such as Ant and Flosum.

• Used Data Loader for data insert, export, backup & migration within environments.

• Designed user interfaces and create corresponding ERD (Entity Relationship Diagram) using Lucid Chart or similar tools to represent the data models and illustrate relationships between database elements.

• Configured products, Catalog, Catalog Hierarchies, bundles, bundles within bundles, Price Lists across all products.

• Configured complete PLI with different charge types and charge type criteria combination of various products and services.

• Created process ﬂow diagrams to represent the logic and algorithms used to implement the business rules and requirements.

• Implemented and reviewed Salesforce platform best practices, coding and design guidelines and governor limits.

• Written Apex code and triggers, VisualForce pages & components, SOQL, SOSL, etc.

• Developed and deployed solutions using Salesforce Lightning (Lightning Design System/Lightning App Builder/Lightning components)

• Expertise in declarative conﬁg- workﬂow, process builder, formulas, validations etc.

**Environments:** Flosum, Data loader, Version1, Apex classes, Apttus CPQ, HTML, CSS, JavaScript, jQuery, Visual Force Pages, Custom settings, REST API, Components and Controllers, SharePoint, Test Classes, SOQL, SOSL, Visual Force, Lightning pages (Pages, Component & Controllers), ETL, CodeScan, Triggers, Custom Objects, Web services, Validation Rules, Work Flows, Dashboards, Reports.

**Client**: Farmers Insurance, Woodland Hills, LA.

**Duration:** August 2019- November 2019

**Role:** Sr. Salesforce Developer

#### Responsibilities:

• Worked on an MVP Project of 8 sprints for lead generation Application.

• Implemented Lead Nurturing and lead management for marketing team & Sales team.

• Implemented Request management on Salesforce CPQ.

• Performed 6 integrations with ECMS bypassing OKTA SSO for quote prefill integration and quote push integration.

• Used MDM service for integrations with Acxiom analytics team.

• Written Lightning Components to search & implemented record sharing with Apex.

• Deployed via Flosum CI/CD tool and GitHub for Code repo.

• Worked on Platform Events to resend using Target Endpoints for Asynchronous and asynchronous callouts doing HTTP POST and FORM POST request

• Leaded for the discussion in designing the requirement, Defect Triage, Daily Scrum, Sprint demo as well as laying out Story point for each on Rally.

**Environments:** Change sets, Eclipse IDE, SOAPUI, POSTMAN, OKTA SSO, Service cloud, Sales cloud, Marketing cloud, Apex, HTML, CSS, JavaScript, Visual Force Pages, Custom settings, REST API, Components and Controllers.

# EXPERIENCE

Sept 2018-

Aug 2019

Jun 2018-

Sept 2018

**Client:** Lifescan - Johnson & Johnson, Chesterbrook PA.

**Role:** Sr. Salesforce Architect/Developer & Team Lead

#### Responsibilities:

* Developing Integration with WebMethods on a product catalog Integration in Realtime.
* Developed AS2 integration for Regulatory reporting with FDA for reporting of medical devices complaints electronically.
* Onsite and Oﬀshore co-ordination expanding Salesforce.com functionality to cover all applications that touch CRM programs. Maintained and replaced in-house CRM components.
* Analyze customer requirements and design Salesforce architecture to meet business needs.
* Designed Implemented and deployed the Service Cloud with various custom-built Page layouts Custom tabs Custom Apps to suit to the needs of the application also created various Proﬁles to enable the Service Cloud speciﬁc to them.
* Implemented Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.
* Designed an .mpp plan for the Migration, integration with all the involved dependencies before system go live and reported daily to business leads.
* Performed Migration activities such as Data duplication check, listing migration observations, coordinating with quality teams for GxP procedures to follow for compliance.
* Leaded migration with migration with following strategies in detail on PQ- Performance Qualiﬁcation, IQ- Installation Qualiﬁcation, OQ- operational Qualiﬁcation, CQ-Conﬁgurational Qualiﬁcation.
* Created service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Created an End to end Integration plan and corely involved in for the Requirement Gathering, backend Development of requirements, Designing the SFDC system, Unit testing, SIT, UAT, Go live, Hypercare.
* Created custom apps in Partner portal.
* Developed integration on Components of managed package “Compliance Quest”.
* Documented Integration requirements, Test scripts, Designed the architecture both at backend as well as documentations.
* Worked on web services, apex classes, apex triggers, test classes.
* Created and conﬁgured standard and custom objects to capture all essential information.
* Created user Roles and Proﬁles, Permission Sets and security controls.
* Created the workﬂow rules for deﬁning related tasks, time-dependent workﬂow actions, email alerts and ﬁeld updates to implement business logic.
* Developed Reports and Dashboards for products Object.

**Environment:** Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, Workﬂow, Flows & Approvals, SOSL, SOQL, Email Services, Reports, Dashboards, Custom Objects, Custom Tabs, Security Controls, HTML, Java Script.

Environment: Apex, HTML, jQuery, Visual Force Pages, REST API, SOAPUI, Components and Controllers, XML, Task Ray Management Tool, Conga, Data Loader, Force.com IDE, Eclipse.

**Client:** Beckman Coulter, Brea CA.

**Role:** Sr. Salesforce Developer

#### Responsibilities:

* Developing visualforce pages, complex apex classes and triggers based on business requirements.
* Gathering business requirements, designing appropriate solutions, implementing solutions in Force.com platform, enhancing Sales processes in highly dynamic agile environment.
* Working on Veeva Implementation project.
* Working on Sales Cloud Lightning Project.
* Working on Lightning Components.
* Implemented bundle product in Salesforce using Apttus features.
* Created a Product Family, Settled Product Line and three Models under that Product Line. Created all common attribute rules at the Product Line level with speciﬁc attributes and rules at the Model level.
* Worked on high level with CPQ Cloud to pass authentication to the third-party tool to transform incoming XML as well as outgoing XML when it comes to communicating with applications, which requires conﬁguration process and document engine for big machine application.
* Implemented custom and standard territory management for salesforce.com instances.
* Implemented Targeting Tool for sales team.
* Worked on Web Service Callouts for creating and updating data in Oracle EBS.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL and SOSL.
* Implementation and support of ServiceMAX Field Service Suit built on Force.com platform.

# EXPERIENCE

* + Hands on Experience on ServiceMAX work order Management and contract management which is used to provide ﬁeld level services to customers.
	+ Implemented visualforce pages with custom controller, standard controller, controller extension and standard set controller.
	+ Created Custom Controllers to make external web service callouts, validate and insert data.
	+ Implemented Lead Nurturing for marketing team.
	+ Created Custom Visualforce components and attributes to override the look and feel of standard Visualforce components.
	+ Implemented Approval Processes to ensure proper authorization in the high-stakes environment of capital management.
	+ Involved in data mapping and data Migration from Oracle database to SalesForce.com and Migrated leads, accounts and contacts to the Sales Cloud with help Jitterbit.
	+ Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their proﬁles (permissions).
	+ Used Field-level Security, Proﬁles and Audit Trail Setup to ensure that protected data is only shared with authorized persons as per Federal regulations.
	+ Implemented DocuSign App Exchange Application.
	+ Deployed and Conﬁgured Chatter Usage Dashboards to keep track and generate reports and dashboards for high ranked users inside organization.

**Environment:** Apex, HTML, CSS, JavaScript, jQuery, Visual Force Pages, Custom settings, REST API, Components and Controllers, XML, Task Ray Management Tool, Conga, Data Loader, Force.com, Service Now Tool, Force.com IDE, Sublime text.

Mar 2017-

May 2018

**Client:** McKesson- Scottsdale, AZ

**Role:** Sr. Salesforce Developer

#### Responsibilities:

* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, visualforce pages, components for various functional needs in the application
* Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com based on REST API.
* Involved in two-way data integration between SQL Server and Salesforce using .Net web Service.
* Interacting with business and attending meetings to get the requirements and providing the best solutions for the gathered requirements.
* Imported assets from Salesforce into CPQ cloud.
* Hands on conﬁguration and admin experience with Veeva Commercial suite (CRM, Vault, Network).
* Created Task routing using Apex controller in such a way that ensure the sales team follows up on every task within due hours.
* Involved integration of their legacy system with Salesforce CRM through web services based on BULK API.
* Worked on Inside Sales and Demand tools App-Exchange applications to make Salesforce.com instance eﬀective.
* Implemented Marketo in detail to setup for users in such a way those campaigns help users to evaluate each marketing activity.
* Installed and conﬁgured Marketo AppExchange app to automate and measure demand generation campaigns that generate more high-quality leads.
* Recognized SF.com usage problems and produced optimal solutions.
* Coordinated in cross-functional teams.
* Managed with vendor partners and formulated optimal solutions for integration.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Execution of Test Cases. Review of Test Cases/Test Documents/UE Documents and preparing Test Report.
* Conﬁgured Service Cloud for internal support agents for case support.
* Worked on Call Center Software Administration and Salesforce.com Integration Support (CTI).

**Environment:** Saleforce.com platform, Data Loader, ANT Migration Tool, Data Loader, SQL and Eclipse IDE Plug-in, Sublime text.

# EXPERIENCE

Aug 2016-

Feb 2017

Jan 2016-

Aug 2016

**Client:** CISCO- San Jose, CA

**Role:** Sr. Salesforce Developer

#### Responsibilities:

* Developed a comprehensive CRM strategy, deﬁning Salesforce as the standard tool in both Sales Cloud and Service Cloud.
* Used Salesforce.com platform, Force.com IDE for development for Visualforce Pages, Apex classes, Triggers and creating Objects.
* Created a using SAP PI (SAP ECC) and tested the WSDL using SOAP UI.
* Written Apex Classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Developed Reports and Dashboards, validation rules, formula ﬁelds for the application.
* Strong experience in implementing MVC with Salesforce.com.
* Provided possible solutions related to Partner portal to enhance the existing functionality. Implemented Single Sign-On (SSO) in multiple Salesforce instances.
* Developed UI using CSS, HTML tags, Visual force components and used JavaScript for front-end validation.
* Worked on Marketo to automate and measure demand generation campaigns that generate more high-quality sales leads.
* Integrated Force.com with Salesforce 1 and Mobile Apps.
* Use various Visual force components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link, Command Button etc.
* Worked with Visualforce Controllers (Standard, Standard List, Custom, and Extension).
* Developed Workﬂow rules, Field, Email updates to implement the business logic for Standard and Custom Objects as per the business needs.
* Prepared data mapping document to map source and target system ﬁelds.
* Used Dataloader to bulk load data into Salesforce.com.
* Conﬁgured/Created Proﬁles, Roles, and Permission Sets for the organization and setting up Field-level, Object-level security rules for the application.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Deployed application from Sandbox to diﬀerent other Sandbox as well as into Production environments.

**Environment:** Saleforce.com Platform, Data Loader, Workbench, Ant Migration Tool, SQL Server, Eclipse IDE, Excel

**Client:** Veritas Technologies, Mountain View CA.

**Role:** Salesforce Developer

#### Responsibilities:

* Implemented Apex Controller, triggers, Visualforce Pages and test classes with test code coverage of 100% using Force.com IDE.
* Perform analysis of existing systems and documented the related business concepts, process ﬂows, data elements deﬁnitions and calculations, and screen and report layouts.
* Lead discussions with the team about feasibility and eﬀective way of leveraging Saleforce.com CRM features.
* Prepared comprehensive Functional Requirements Documents (FRDs) for the project based on business requirements, priorities and scope.
* Interfaced with business users to prepare and update Business Process Requirements, Software System Requirements.
* Worked on other product documents like release notes, user guides, support guides.
* Understanding and leveraging SFDC CRM processes for help with pre-sale activities.
* Worked on various salesforce.com objects like Accounts, Contacts, Leads and Opportunities.
* Designed junction objects and implemented various advanced ﬁelds like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, ﬁeld updates, and Email generation leading to eﬀective Web-to-Lead communication with customers and partner portals.

# EXPERIENCE

Feb 2015-

Dec 2015

July 2014-

Feb 2015

**Client:** Exxon Mobile – Irving, TX

**Role:** Salesforce Developer/Administrator

#### Responsibilities:

* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes and Apex Triggers.
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Automated Sharing rules whenever there is a new change in Sales teams instead of using an Apex trigger.
* Managed company's Phase III project implementation of Marketing Automation, complete with Auto task creation, Workﬂows, Scoring and Lead nurture programs, Sales Insight interesting moments, and Web form/landing Page creation.
* Developed various Custom Objects, Tabs, Entity-Relationship Data model, Validation rules, Components and Visual force Pages.
* Created workﬂow rules and deﬁned related tasks, time-triggered tasks, email alerts, ﬁeld updates to implement business logic.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among diﬀerent users.
* Created proﬁles and implemented Object and ﬁeld level security to hide critical information on the proﬁle users.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and Report Folders to assist managers to better utilize Salesforce as a sales tool and conﬁgured various Reports for diﬀerent user proﬁles based on the organization’s need.
* Used web technologies like HTML, XML, CSS, JSP, jQuery, JavaScript, WSDL, and SOAP.
* Used Force.com IDE to create, modify, test, and to deploy Force.com Application.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user proﬁles and privileges.

**Environment:** Force.com IDE, Apex data loader, Saleforce.com platform, Data Loader, Workbench, Ant Migration Tool, SQL Server, Eclipse IDE, Excel.

**Client:** Oaktree Capital – Los Angeles, CA

**Role:** Salesforce Developer/Administrator

#### Responsibilities:

* Worked with standard salesforce.com objects like Accounts, Contacts, Leads, Opportunities, and Campaigns etc.
* Created page layouts, search layouts to organize ﬁelds, custom links, related lists, and other components on record pages.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula ﬁelds to the custom objects.
* Used Collections to make sure that the Governor limits are followed causing no interruption in Execution.
* Created APEX custom controllers implementing complex code for retrieval from Sales Force to VF pages.
* Developed APEX triggers, Classes, Test methods &Visualforce pages to implement the custom functionality.
* Also used Canvas for UI design in salesforce, for creating the new interface.
* Worked on creating and maintaining various support cases and business processes on SFDC Chatter Plus
* Administer salesforce.com automation setup, which involves, modifying roles and proﬁles, creating/ modifying dashboards/reports and managing users.
* Performed Requirement Gathering for client preferences and data management.
* Developed and conﬁgured various Custom Reports and Report Folders for diﬀerent user proﬁles based on the need in the organization.
* Processed the Test Cases and Involved in Testing Life Cycle.

**Environment:** Salesforce.com enterprise edition, Eclipse IDE, Apex Data Loader, Apex Explorer, Apex, Visualforce, SOQL, HTML, XML, AJAX, Web Services API.

# EXPERIENCE

Oct 2013-

Jan 2014

**Client:** IBM India

**Role:** Salesforce Administrator

#### Responsibilities:

* Involved in the requirements gathering, analysis, design, development, and testing phases of Software Development Lifecycle (SDLC).
* Implemented Java Persistence API (JPA) through Hibernate 3.0. Created connections to database using Hibernate session Factory, using Hibernate APIs to retrieve and stored data to the database with Hibernate transaction control.
* Worked with the team to design the front-end GUI using JSP, JScript and HTML.
* Spring, Servlets, JSP, and JSTL are used for building the application.
* Worked on JavaScript to implement front end side validations.
* Design and developed application with a comprehensive knowledge of Java and J2EE.
* Implemented MVC Architecture using Struts Framework.
* Design, Development of JSP pages, Servlets and re-usable Java Beans using Apache Spring
* Designed various Visual Force for customers to select a variety of services oﬀered by the organization and integrate them with the pricing team.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workﬂow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.

**Environment:** Web Sphere Server, Struts 2.0, JSTL, CSS, DB2, JSP, JDBC, EJB, RAD, J2EE, Java, UMLs, HTML, Joint, Log4j, JavaScript, J2EE Patterns, SQL, MVC, CVS, Saleforce.com platform, Force.com IDE- Eclipse Plug-in