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Description automatically generated**NAVEEN PATEL**

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**SUMMARY**

* **Salesforce Certified Force.com** **Developer** with around 8 years of professional IT experience with strong Object-Oriented Analysis, Designing and Programming skills with 5+ years of **Development**, **Administration**, and **Implementation** experience in **Salesforce.com** CRM and **Force.com** systems along with around 3 years in **Java/Web** development.
* Experienced in working across various SFDC implementations covering **Sales Cloud**, **Service Cloud**, **Community Cloud**, **Partner portals** & **App-exchange** applications.
* Implemented and delivered projects under **Agile**/**Scrum** & **Waterfall** model (**SDLC**) development nt environment with both large & small project teams.
* Extensive experience in creating **Custom Objects**, **Custom Fields (Formula Fields)**, **Look-Up** Relationships, **Master Detail** Relationships**, Junction objects**, **One-to-one** relationship, Picklists, **Dependent Picklists, Record Types, Page layouts, Custom Tabs**. Experience in maintaining User **Accounts**, **Roles**, **Profiles**, **Permission Sets**, **Queues**, **Groups**.
* Implemented **Security/Sharing Rules**, **Field Level Security(FLS)** & **Record Level Security**.
* Extensive Knowledge on salesforce automation tools like **Workflow Rules**, Workflow Actions including **time-dependent actions**, **outbound messages**, **Process Builders**, **Flow Builder,** **Approval Processes**, **Validation Rules**, **Assignment Rules**, **Escalation Rules**.
* Worked with **Heroku** Connect to sync salesforce data.
* Exposure to callouts from salesforce to call external process on **Heroku**.
* Created several **HTML**, Text, **Visualforce** and Lightning and Classic **Email templates**.
* Worked in creating custom **Reports**, **Dashboards**, analytic snapshots and **Einstein Analytics**.
* Good knowledge on CRM business processes like **Campaign Management**, **Lead Management**, **Account Management**, **Opportunity Management**, **Knowledge Management**, **Support Processes** and **Forecasting**.
* Pursued **Field Service Lightning** package and learned Lightning development. Helped design and develop complex Field Service meeting planning and scheduling application suite. Developed interface with Microsoft Exchange Servers for email integrations.
* Experience installing **FSL** (Field Service Lightning) managed package and guided setup configuration
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Master level experience in **Lead**, **Web-to-Lead** (Sales Cloud), **Case Assignment**, Case escalation rules, **Web-to-case** and **Email-to-case** (Service Cloud).
* Created Several Email services to capture email responses in salesforce and parse them to populate required Data.
* Experience in developing client-specific solutions on **Force.com** platform using **Apex Triggers,** **Apex Classes**, **Controllers**, **Standard Controller**, **Controller Extensions** and **Visualforce**, **SOQL**, **SOSL** and handling Apex **Governor limits** to achieve complex business functionality.
* Also worked on developing **Asynchronous Apex** by creating several **Batch classes** and **Scheduling** them (Nightly/Weekly) and Implemented **Future** Methods and Queueable Apex.
* Extensive experience on integrating salesforce with several other systems like **SAP, Oracle DB, other SFDC** instances to streamline real time flow/ exchange of data using both **REST & SOAP API**. Worked on both developing web services (**SOAP & REST API**) and consuming external APIs.
* Worked on **SOA** (Service Oriented Architecture) with **ETL tools like MULESOFT, INFORMATICA.**
* Created modern Enterprise Lightning Apps combining **Lightning Design System** (**CSS** and Design Parameters), **Lightning App Builder** and **AURA Lightning Component** features and **Lightning Web Components** (LWC) for both Desktop & Mobile.
* Extensive knowledge on generating events in **AURA**, **LWC** and establish communication between Visual force and **AURA/LWC**. Used **HTML**, **JQUERY**, **JavaScript**, **Custom CSS** to better the look and feel for web pages.
* Developed reusable and generic UI components, utilities, frameworks in Salesforce considering the project requirements and **UI mashups** adhering to best practices & performance.
* Enabled **Live Agent** and used **Omni-channel** for **Queue/Skill** based routing of chats. Created Custom Chat page to utilize Salesforce provided Chat events and also created custom chat events to make customer interaction more dynamic as part of Service Cloud.
* Worked on Salesforce **CPQ** **(Steel brick)** and created Product rules, Pricing Rules, Approval rules, Product Configuration and **Product Groups (SKU**). Consumed Renewal (Multi Contract Renewals) and Amender API to work on Contracting and Quoting Services.
* Good knowledge on 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.
* Experience in installing, managing, and evaluating the **AppExchange** applications.
* Worked on Data Migration tools like **Apex Data Loader**, **Workbench** to Import and Export the data to theForce.com platform.
* Created Business Requirements, User Stories, **Test Cases**, User Acceptance Testing and **Deployments (Change Set, COPADO, VS code, Workbench** building and using metadata **Packages** in **XML)**. Used Atlassian Jira to create and track user stories and managing projects. Created and Deployed using Scratch Orgs (SFDX).
* **Possess good analytical, de-bugging and documentation skills, strong knowledge of sales, marketing, service and support automation.**
* Experience in providing production support, analyzing the cause and fixing it.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.

**TECHINICAL SKILLS**

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| --- | --- |
| Skill Category | Used Tools |
| SF Development Skills | Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batchable Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Apex Testing, Lightning AURA Component, Lightning Web Components(LWC), Visual Force, HTML, CSS, XML, JSON, Java Script, SFDX (Scratch Orgs). |
| SF Configuration Skills | Data Security, User Management, AppExchange, Reports & Dashboards, Process Builder, Flow Builder, Workflows, Approval Processes, App Builder, Lightning Experience Customization, Actions, Page Layouts, Profiles, Roles, Chatter, Email Templates, Salesforce1 Mobile, Schema Builder, Escalation Rules, Validation Rules, Sharing Rules, Assignment Rules, Platform Events, Live Agent, Omni-channel. |
| Development Tools | Eclipse IDE, Visual Studio Code (VS Code), IntelliJ Illuminated Cloud2, Git, BitBucket, GitHub, SVN |
| Deployment Tools | ANT Scripts, SFDX, Changesets, Jenkins(CI/CD), Packaging, Release Readiness checks |
| General Skills | Salesforce CPQ, JIRA, Rally, Agile methodology, SDLC processes, gathering requirements, Software architecture, Application Design and development, UI/UX, Testing, Deployment, Cross-functional teamwork, Stakeholder management, Testing and Debugging, Classic to Lightning migration, MuleSoft, Postman |

**EDUCATION**

* **JNTU, Hyderabad, India - Bachelor of Technology in Computer Science - 2012**

**CERTIFICATIONS**

* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer 1**

**WORK EXPERICENCE**

*Client:* **Zimmer Biomet – Warsaw, IN [Mar 2019 – Present]**

*Role:* **Salesforce Lightning Developer**

**Responsibilities:**

* Worked closely with Sales/Service team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various Standard and Custom objects of **Salesforce.com (SFDC).**
* Worked on **Agile/Scrum** Model to deliver Business Critical Project and **Waterfall** Methodology for Internal Projects.
* Created and customized several Custom and Standard Objects Like **Accounts**, **Contacts**, **Opportunities**, **Leads**, **Cases**, **Orders**, **Quotes** and **Opportunity Line Item**s with various custom fields like **formula**, **Picklist**, **Dependent Picklists** and established **Lookup**, **Master Detail, Many-to-Many (Junction objects)** and **One-to-one** relationships.
* Configured various **Custom Reports, Dashboards** and **Report Folders** for different user profiles based on the need in the organization.
* Created **Record types, Page layouts, Search Layout Custom Tabs, Custom Links, Buttons, Lightning Quick Actions**.
* Worked on **Heroku** connect to build apps. Used **Heroku** processes for deploying.
* Experience with **Marketing cloud** implementation worked on email studio and lead automation process
* Created and activating the **Marketing Campaigns** in Salesforce.com. Good understanding of the methodologies for email campaign management including, but not limited to, campaign set up, coding, importing data, validating distributions lists, optimization, segmentation, testing, deployment, tracking, reporting and monitoring.
* Customized **Marketing Cloud** Objects, Scheduled and managed marketing email, sending with salesforce **Marketing Cloud**.
* Automated and validated several Business Processes by creating **Validation Rules**, **Workflows**, **Workflow actions, Time-triggered workflows, Process Builder, Flows, Approval Process**.
* Created and managed **user accounts** and security - including new user account creation, **profile** and **role** management, **sharing rules**, **field level security, security controls, Permission Sets, Public groups** and **Queues**.
* Created and maintained the **email templates (Text, HTML, Visualforce)** to be used in the **Workflows**, **Auto Assignment Rules** and **Auto Response Rules** related to **Lead Management** module in **Sales Cloud**.
* Implemented **Email-to-case** (Service Cloud) and **Case management** System using **Apex Email Services**, **Escalation rules**, **Auto response rules**. Created **web-to-lead,** to support online lead capture (**Sales Cloud**).
* Worked on creating and developing various **Apex Classes**, **Controllers**, **Apex Triggers**, **Apex Test classes** and **VF pages**. Also worked on Asynchronous Apex by developing various **Batch Classes** and scheduling them (**Schedule** Apex), **Future** Methods and implemented **Queueable** Apex. Used **SOQL** & **SOSL**, **DML** statements with consideration to **Governor Limits**.
* Understanding on how to Create 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.
* Used **field service lightning (FSL)** to track job management of technicians.
* Used **Field Service Lightning (FSL)** to track the location, service vehicles, and generated reports to keep customers informed.
* Integrated SFDC with Several Other External Systems like **Oracle, SAP** by both developing and consuming web services in both **REST** and **SOAP** **API**. Worked with **ETL Integration** teams (**Informatica & MuleSoft**) on **Service Oriented Architecture** (**SOA**).
* Generated **Platform Events** extensively. Worked on **SOAP** based web services for integrating backend third party applications using normal callouts and callouts using **continuation** framework (**Apex Asynchronous** **callout** **framework**).
* Worked on Salesforce **CPQ** and salesforce integration for automating, quoting, contracting and billing process.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System** (**SLDS**), **Lightning App Builder**, **Lightning Component** (**AURA Framework**) & **Lightning Web Components** (**LWC**) that are compatible with mobile and Desktop.
* Developed, maintained and monitored the **CTI,** **Live agent** in Lightning (**Service Cloud**). Developed custom chat using both **visual force** and **Lightning** components. Also worked on communication between agent chat and customer chat windows using both Salesforce provided events and custom events.
* Created **Omni-Channel** Settings for chat routing. Also used **Java Script Remoting** for various purposes.
* Created multiple reusable Custom components in Lightning as part of the Lightning Migration Project. Used **VS Code** and **Salesforce CLI**. Enabled **DEV hub** and created Scratch Orgs (**SFDX**).
* Experience in enhancing communities by adding new fields, field sets using Salesforce lightning.
* Used **Data loader**, **Data import wizard** and **workbench** to process bulk records/data.
* Created test methods (**Test Classes**) to achieve maximum code coverage. Also involved in unit testing and verifying all possible scenarios with Testing Team.
* Used the sandbox for testing and migrated the code to the deployment instance after testing. Followed **CI/CD** process for deployments using **Force.com Migration Tool** and Snapshot, **COPADO**.
* Provided Production support, UAT support apart from regular Sprint User stories.

**Environment:** Salesforce.com Unlimited Edition, Apex, Visualforce, Lightning, AURA Framework, Lightning Web Component (LWC),SFDX, Scratch Orgs, CPQ, Data Loader, Workflow & Approvals, Heroku, Email Services, VS Code, HTML, Java Script, COPADO, REST API, SOAP API, Platform Events.

*Client:* **Tumi – New Jersey, NJ [Jan 2018 – Mar 2019]**

*Role:* **Salesforce Lightning Developer**

**Responsibilities:**

* Worked with Various representatives of the business team to collect specifications and documented the specifications.
* Worked on Agile methodology of daily standups, story pointing and sprint planning.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities, dashboards. Designed, developed and deployed the **Custom Apps**, **Custom objects**, **Page layouts,** **Custom tabs**, Components, **Custom formula**, **Picklist**, **multi-select picklist fields**, Search layouts, Record types.
* Created **Look up**, **Many-to-many** (**Junction Objects**), **Master Detail** and **One-to-One** relationships between objects.
* Developed a Salesforce community application for the end user using modern **Lightning Web Components** achieving greater performance along with using the latest ES6 JavaScript features.
* Replaced existing **Lightning Aura Components with Lightning Web Components** to achieve the benefits of the modern Lightweight JavaScript framework.
* Managed **users**, **Public Groups**, **Profiles**, **Permission** **Sets** and **Roles** within the Salesforce CRM. Implemented sharing rules and record level permissions to manage sharing access among different users.
* Created **Validation Rules**, **Duplicate Rules**, **WorkFlows**, **Process builders**, **Case Assignment Rules**, **Escalation Rules**, **Support Process**, **Approval Rules**. Also defined related tasks, email alerts, field updates and OutBound Messaging.
* Created and maintained **Classic Email Templates** in **Text**, **HTML** and **Visualforce**.
* Configured **Email to case (Service Cloud)** and developed Email services to handle complex support needs. Worked on end to end implementation for Email support service center application in salesforce.
* Also implemented **Web-to-Case** and **Web-to-lead** (Sales cloud) to work on Support Issues and capture the potential customers respectively. Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed **Apex Classes**, **Controller Classes**, **Extensions** and **Apex Triggers** for various complex functional needs. **Scheduled Batch Apex** using Apex scheduler. Made Callouts to external system within the **Future methods**. Developed **Queueable Apex.** Considered **Governor Limits** while adding **SOQL, SOQL** to retrieve and search and **DML statements**.
* Using **Field Service Lightning** built service territory for our team to organize workforce which typically represents geographical areas where our team works.
* Created modern Enterprise Lightning Apps combining **Lightning Design System,** **Lightning App Builder** and Lightning Component features in **AURA Lightning** and **VisualForce**. Worked on customization of visual force to have lightning experience for desktop and mobile applications.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Embedded **Lightning Components** in **Visual force** page by using new **Lightning Out** feature by event-driven programming.
* Developed Lightning Components using **CSS** Styling, **HTML JavaScript**, **Jquery,** **SLDS** to enhance look and feel of the Lighting apps and leveraged Server-side apex Controllers to retrieve data from various External Systems and display on the Lightning Components (Real-Time).
* Created **Field Service Lightning** Set up for multi-level service territories that represent the regions where our agents and technician can work.
* Track the location and status of your product inventory and customer sites with **Field Service Lightning**.
* Built and consumed **Webservices** in both **REST & SOAP** APIs to integrate **SFDC** with several other external system to streamline the Data exchange in Real time and also in Batch.
* Implemented Community Cloud for customer self-service using knowledge articles and FAQs.
* Analyzed large volumes of data and developed dashboards using Salesforce **Einstein Analytics**.
* Worked on Data Loading Activities using salesforce.com **Import** **Wizard**, **Force**.**com** **Data Loader**, **Informatica Cloud** and **Workbench.**
* worked on Jenkins for **Continuous integration (CI)** and **Continuous delivering (CD**) the application and Jenkin plugins as well as to increase the productivity for the application.
* Used source code control systems such as **GIT** and Used GIT to push, pull and to resolve merge conflicts the code from the repo.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Performed Unit, Integration, Regression and User Acceptance Testing.
* Used **JIRA** for to track development progress and documented in technical designs in Confluence.
* Provided Production Support.

**Environment:** Salesforce.com platform, Apex, Visualforce, AURA Lightning, Data Loader, Workflow & Approvals, Email Services, Reports, Dashboards, Custom Objects, Custom Tabs, Security Controls, Eclipse IDE Plug-in, Salesforce Sandbox, HTML, Java Script.

*Client:* **Giant Eagle - Pittsburgh, PA [Oct 2016 – Dec 2017]**

*Role:* **Salesforce Developer**

**Responsibilities:**

* Interacted with various business team members to gather and document the requirements.
* Participated in the bug review meetings, updated requirements document as per business user feedback and change in functionality of the application.
* Involved in CRM processes like **design**, **development**, **planning**, testing and Integration of Salesforce Cloud services.
* Extensively worked on **Agile methodology** and attended Daily status/standup meetings.
* Responsible for helping to capture business requirements, identifying appropriate data sources, **Data quality issues**, **Business transformation rules**, mapping source to **target Sales Cloud**.
* Created Custom Fields and mapped them with the Fields of JAVA (Web Page) Applications. Also created **Formula Fields**, **Validation Rules**, **Assignment Rules**, **Workflow, picklists, dependent pick lists, lookups, master detail relationships** and Approvals for the flexibility and functionality of **force.com** platform application.
* Implemented **Duplicate Management** by creating duplicate and matching rules to avoid the creation of duplicate records.
* Created page layouts, search layouts to organize **Fields**, **custom links**, **related lists**, and other components on a record detail and edit pages.
* By using **Java script**, created **custom buttons** and executed controllers to achieve the functional requirements. Intensely worked with **Apex, Triggers**, **API integration** in both **SOAP and REST**.
* Worked with **Data loader** for loading the attachments into **salesforce.com**, related to objects like Accounts, Contacts, Opportunities, and Leads.
* Developed different **Visualforce** **Pages** to suit the needs of the application using different Visualforce components. Developed user interface using Visualforce and Apex.
* Configured Connected App to Integrate Salesforce.com with two External **JAVA Applications** to capture Accounts, **Contacts and Leads** (Web-to-Lead implementation) using REST API.
* Developed fully functional **JAVA Application** (Installing Http Client & **JSON** Framework) to connect to SalesForce.com and executed transactions to support Sales Cloud implementation.
* Integrated and implemented Marketo on salesforce to track the customers’ interest. Also Created workflow rules and mapped different kinds of fields including formula fields.
* Implemented Case Management by creating record-types specific to the user **groups**, **assignments** **rules**, **escalation rules**, **case templates**, **workflow rules** and **actions**, etc.
* Integrated the Web Services to post the data from **SalesForce.com** to External System.
* Developed Test cases for **Unit Testing** of the **Mappings**, and also was involved in the Integration Testing and UAT Environment.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Support change management and technical expertise for all applications in a Salesforce.com instance.

**Environment:** SalesForce.com CRM, Apex, SOQL, SOSL, Eclipse Force.com IDE, REST API, Web Services, Workflows, Approval Processes, Lead Management, Duplicate Management, Email, HTTP Client, MS Office Suite, Workbench.

*Client:* **Taco Bell, Los Angeles, CA [Jan 2016 – Oct 2016]**

*Role:* **Salesforce Administrator/Developer**

**Responsibilities:**

* Created new **custom objects**, **assigned Fields**, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization. Created **Summary reports**, **Matrix reports**, **Charts and Dashboards** to assist the business team.
* Followed Scrum **Agile** methodology for the iterative development of the application.
* Specially worked on Case Management with **Workflow** & **Approval Process**, User Entitlements and Role hierarchy for SalesForce.com Applications. Implemented **Web-to-Lead** and **Web-to-Case** automation. Maintained system interface diagrams and functional designs.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Written **SOQL, SOSL** query Language necessary for the application in **Apex Classes** and **Triggers**.
* Managed user Accounts and security - including new user Account creation, profile and role management, sharing rules, and security controls.
* Worked extensively on **Accounts**, **Contacts**, **Leads**, **Opportunities**, **Activities** and Customized Objects for **Layouts**, record types and Validation Rules.
* Implemented **Field Level Security** for sensitive data holder Fields.
* Created Queues, Public Groups and **Email Templates**.
* Defined and facilitated continuous process improvements surrounding access controls, data entitlements and Account Team Approvals by interfacing with internal business partners and other members of CRM & Analytics team.
* Worked on implementation of partner and employee communities.
* Migrated the data from legacy system to Salesforce platform into Force.com IDE as a project and enhanced the current system and fixed the detected bugs.
* Extensive Experience in Salesforce Integration within house legacy systems using Web Services API like **REST, Bulk and SOAP**.
* Experienced **Data loader** user with knowledge on complex and large CSV files for faster data Integration into the Salesforce.
* Assisted development and operations teams to define technical requirements to accompany existing operation requirements. Designed and developed use Cases/test Cases in support of the technical requirements. Transformed technical requirements into architectures.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, SOQL, SOSL, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse Force.com IDE, SOAP API, Web Services, Agile, Governor Limits, MS Office Suite (Word, Excel, Access, Power Point, Outlook), WorkBench.

*Client:* **Tech Indya, Hyderabad, India [Sept 2013 – Dec 2014]**

*Role:* **Programmer Analyst**

**Responsibilities:**

* Involved in Analysis, Design and Development of different phases of the **Process Flow module**.
* Developed the web interfaces for Process Flow using **JSP technology**, which provides flexibility in page design and makes easy for maintenance and modifications.
* Scripting of Test cases based on the Specifications received for the request.
* Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
* Responsible for Coding using **JSP, Java Servlets, Struts and XML.**
* Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
* Used **PL/SQL** extensively to generate stored procedures and functions to use with Java.
* Involved in implemented all components of the application including database tables, middleware designing, client-side web programming and server-side java programming.
* Solid understanding in Object-Oriented analysis and design. Worked on various Design Patterns, **UML** and Enterprise Application Integration.

**Environment:** Java, JSP 1.2, Oracle 8i, Servlet 2.2, Apache Tomcat, JDBC, Java Script, HTML and Rational Rose and Dream weaver.

*Client:* **MD Office, Hyderabad, India [Apr 2012 – Sept 2013]**

*Role:* **Intern Programmer Analyst**

**Responsibilities:**

* Involved in requirements gathering, analysis, and design and in development in agile environment.
* Understanding in **Software Development Life Cycle (SDLC).**
* Involved in Use Case Realization, Use Case Diagrams, Sequence Diagrams and Class Diagram for various modules.
* Involved in Coding, Debugging, Testing & Code review.
* Involved in modifying existing web forms and developing new ones according to the requirement.
* Design the application with Java standards.

**Environment:** Java, JDBC, Servlets, Java Script, HTML, SQL server 2000.