**Monica Patel**

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**Professional Summary:**

* **7** years of experience in the Software Development Industry specializing in administration, functional architecture, software development, testing, maintenance, and support
* Have specialized expertise in customization, configuration, deployment, and integration of Salesforce.com with **Data Synchronization** from SQL database in **SAP** using **Biztalk and Dataloader**
* Experienced in batch integrations with other technologies such as **Apptus, bigmachines**
* Have extensive experience in configuring **Eclipse IDE**, **Apex**, **Visual force pages**, and tools like **Apex Data loader**.
* Strong Experience working with **Apex classes, Triggers, Controllers & Controller Extensions, Components, Test Methods, Application Design** and Development on Multitenant **Force.com** platform
* Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, and Call Centre
* Experienced in Salesforce.com Live Agent Console setup in **Service Cloud** and experienced in Salesforce.com Marketing Cloud
* Have vast experience in designing **Custom Objects, Custom Fields, Picklist, role-based page layouts, Workflow Alerts & Actions, Validation Rules, Approval Processes, Custom Tabs, Custom Reports, Report Folders, Visual Force Pages, Record Types, Dashboards, and Email generation**, according to application requirements.
* Skilled in customizing standard objects and developing custom objects, page layouts, and record types to distinguish between various application requirements
* Have a good working knowledge in querying the Salesforce.com database using SOQLin Force.com Explorer.
* Worked on **Single Sign On (SSO)**
* Experienced in defining **salesforce.com sharing rules** and **user access privileges**
* Sound knowledge on Salesforce 1 Application
* Knowledge on third party applications
* Selected and implemented agile development practices according to the application requirements for every project
* Administrator for different **Salesforce.com CRM** application for **Sales Cloud** and **Service Cloud**
* Participated in designing and development of software using agile development practices
* Experience with developing a complete Case Management System using **Lightning** Components, Controllers, Helper Methods, and Style Sheets
* Technical experience in **Lightning** Experience & **Lightning** App builder
* Have good knowledge in creating test classes and executing tests before proceeding to production
* Skilled in data acquisition from multiple source systems (Legacy) to Salesforce.com Objects and Fields
* Have good working experience in various product stages such as Planning, Development, Deployment, Defect-fixing, and Production support
* Possess exceptional analytical skills with an ability to follow project standards
* Have an exceptional ability in quickly mastering new concepts and novel applications
* Highly organized with excellent communication and interpersonal skills
* Self-motivated with a strong ability to handle multiple tasks and work both independently and in a team.
* Bug tracking and reporting
* Execution of Test Cases
* Review of Test Cases/Test Documents/UE Document

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Apex Custom Controllers and Extensions, Apex triggers, SOQL, SOSL, Ajax Toolkit, Packaging and migrations, Force.com IDE (Eclipse), Lightning, salesforce 1 |
| **Salesforce Tools** | Eclipse IDE plugin, Data Loader, Salesforce for Outlook.  |
| **Programming** | Apex, MATLAB, C, JAVA  |
| **Web** | CSS, HTML, and JavaScript |
| **Multimedia** | Adobe Photoshop, Visual Basic |
| **Platforms** | DOS, Windows family |
| **IDE** | Adobe Dreamweaver, Eclipse, MATLAB, Net-Beans, Visual Studio 2013, Mavens Mate |
| **Other tools** | MS Office (Excel, Word, PowerPoint, Visio), HP Quality Centre, eFTS Visual Studio, Jenkins |
| **Technologies** | Apex Custom Controllers and Extension, Apex triggers, S-controls, SOQL, SOSL, Ajax Toolkit, Packaging and migrations, Force.com IDE (Eclipse) |

**Certifications:**

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

**Work Experience:**

**FedEx | Pittsburgh, PA May 2018 - Present**

**Salesforce.com CRM Developer/Admin**

**Responsibilities:**

* Customized settings for user roles, role hierarchies, profiles, and sharing to make the data available to authorized users alone
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard/custom objects of **Salesforce.com**
* Developed UI for managers to add/delete users with live agent licenses on the fly using apex and visual force
* Worked on the design and development of the **Visualforce** page and **Apex Controller** for the entire unit
* Developed technical tasks within the project by working with the Process Builder. Implemented Live Agent in **Service Cloud** Console and customized it with apex to meet business requirements
* Created Skills, Buttons and Agent Configurations for Live Agent and wrote deployment code for Support Pages
* Worked with associates for gathering the business requirements of the agency for forecasting, completed units, and bid contracts
* Modified Visualforce pages to be supported in Lightning experience and good understanding of Lighting mode and its features
* Implemented and developed Lightning components apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Worked on customization of **Sales Cloud** schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
* Worked on Approval process, Lightning Process builder and workflows to automate business process without depending on custom code development
* Developed triggers, workflows, and validation rules and configured the processes for deployment from one sandbox to another
* **SAP - SFDC** integration testing
* Bug tracking and reporting
* Created new sandboxes; deployed components and data from one environment to another; and managed sandbox refreshing as well as release testing
* Designed and implemented Custom Objects, Custom Tabs, Validation Rules, Workflow rules, Auto-Response rules, and Page Layouts to suit the application requirements
* Had the data migrated from SAP to Salesforce.com using Data Loader
* Added custom validation rules and formulae to maintain data cleanliness and accuracy
* Created Visualforce Email templates, mail merges, and automated Email processes for sending installation instructions for the customers - new and existing
* Created and oversaw the deployment of several Custom Reports using Salesforce.com
* Used workflows for the governance of dataflow across various objects and provided the best customizations with regard to SDLC
* Enhanced business logic by configuring the workflows and processes of approval
* SSO using Azure AD

**Environment:** Force.com platform, Chatter, Apex Classes, Sales Cloud, Service Cloud, Service Console, Visual Force Pages, Lightning Components, Bitbucket, Beyond compare, Jira, apache ant, Custom Objects, Custom Tabs, Controllers, Email Services, Workflow & Approvals, Security Controls, Reports, Eclipse IDE, Windows, Aura Framework

**Best Buy | Minneapolis, MN Jan 2016 - Apr 2018**

**Salesforce.com Developer/ Admin**

**Responsibilities:**

* Developed **Salesforce.com workflow rules and triggers,** using **Apex** for updating fields based on division records
* Implemented **Salesforce.com** Dashboards as per business requirements
* Worked with service team on live agent console, Entitle Management and live agent web chat
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry
* Developed **Apex Triggers, Apex Classes** and maintained roles, profiles and user accounts
* Developed custom **Visualforce pages**
* Created **Page layouts** to organize **fields**, **custom links**, **related lists**, and other components on a record detail and edit pages
* Worked on **Validation Rules, Workflows**and **Approval Processes**
* Developed a **customer feedback** and satisfaction process
* Worked on JIRA integration
* Mapped multiple Salesforce cases to a single JIRA issue
* Synchronized updates and comments in Salesforce and JIRA
* Used Salesforce content to organize, share, search, and manage content within organization and across key areas of the **Salesforce application**
* Worked with teams and business partners to identify practical solutions through existing and new business systems technology, responsible for the administration and ongoing support of the application in cooperation with the business and areas of IT
* Responsible for performing administrative functions in **Salesforce CRM** like creation and modification of picklists and lookup fields
* Transformation to customize and integrate Salesforce (**Service Cloud**, **Sales Cloud**)
* Worked extensively in customization of **Service Cloud** Console by embedding Visualforce pages in custom console components, highlight panel and interaction log
* Worked with business users to understand their existing processes and IT systems for requirements gathering phase
* Implemented Campaign Management application on **Salesforce.com using Apex, Visualforce**
* Integrated **Web Services** for extracting data from external systems using PHP toolkit; used the **Sandbox** fortesting to ensure minimum code coverage for the application to be migrated to production
* Worked on enabling notifications and getting certificates for SSL WebServices, creating user groups and read-only groups on Informatica cloud
* Used SOQL and SOSL within custom controllers, extensions, and triggers

**Environment:** Saleforce.com platform, Apex Language, Visual Force, Data Loader, Service Cloud, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Profiles, Email Services

**Rent-A-Center | Plano, TX Apr 2014 - Dec 2015**

**Role: Salesforce.com Developer**

**Responsibilities:**

* Worked with Salesforce.com consultants for zeroing in on the appropriate solutions to meet the organization’s needs
* Customized the tabs for different business user groups and business centres
* Created **workflows** for **automated lead routing**, **lead escalation**, **custom coaching plans**, and alerts
* Developed **Apex Classes** & **Apex Triggers**; linked them to the workflows created for the application
* Captured prep data and call activity thereby **developing S-controls** to manage sales plan call sheets within Salesforce
* Developed **Custom Reports** based on different business user levels and oversaw their deployment
* Used ANT to migrate code, schema from organisation to another
* Worked as the support engineer for internal users by familiarizing them with the application; generated reports and saved them for further access by the users
* Trained internal business users in developing their own custom reports for the application
* Implemented data **migration activities** with the support of Salesforce.com
* Handled **support cases** with the help of Salesforce.com Premier Support

**Environment:** SalesForce.com, Workflows, Triggers, Custom Classes, Workflow & Approvals, S controls, service cloud

**Hibu Inc | King of Prussia, PA Jan 2012 - March 2014**

**Salesforce Admin**

**Responsibilities:**

* Customized Accounts, Contacts, Leads, Campaigns and Cases
* Customized **Validation Rules, Workflow rules, Triggers, Apex classes** to achieve the complex business functionality
* Created **page layouts, search layouts to organize fields, custom links, related lists**, and other components on a record detail and edit pages
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs of the application using the Eclipse IDE
* Developed **Visual Force Pages, Visual Force Custom Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components**
* Developed User Interface using the **CSS, HTML tags, Visual Force Components** and used **JavaScript for front-end validation**
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects
* Experience in working with **Collections** like List, Set and Map
* Involved in customization and integration of mobile optimized Visual Force Pages of Salesforce1 application.
* **Profile based permissions** on fields and objects are enforced
* Managed the data using **the Apex Data Loader** and used **GitHub** for code versioning
* Experience in working on different **deployment tools** including Change sets, Eclipse etc
* Created Custom Objects and **defined lookup and master-detail relationships** of the objects
* Created **junction objects** to establish connectivity among objects
* Created **workflow rules** and defined related tasks, time-triggered tasks, email alert and field updates to implement business logic
* Create Wave datasets from using internal Salesforce data and external data sources
* Used the **Sandbox** for **testing** and migrated the code to the deployment instance after testing
* Knowledge in **AppExchange Applications** for integrating with third party applications
* Work with user groups to provide training, resolve questions, assess user needs, and recommend changes
* Scheduled **one-on-one meeting** with the Product Owner to understand the changes, potential impacts of the changes and to review unit test cases and results
* Performed a full **product review** for impacts to assigned product. Engaged in incidents and problems associated with stability and availability of product. Reviewed each release for a list of product enhancements being changed and determined integration testing needs for the product assigned

**Environment**: Saleforce.com platform, Apex Language, Data Loader, SOQL, SOSL, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Security Controls, Eclipse IDE Plug-in