**Charmi Patel**

**Sr. Salesforce Developer**

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**Professional Summary:**

* Over 5+ years as a Salesforce.com CRM and Force.com platform with proficiency as developer and administrator.
* Extensive experience in Apex Development, Visual force pages, Classes, Controllers, Triggers, Web services API, Components, Tabs, Custom Objects, S-Control, Scheduler and Batch Processes Wrapper classes and Dynamic apex Design Patterns.
* Experience in configuration and customization of Salesforce Sales, Marketing, Service CRM clouds, Collaboration and Community.
* Have good Experience in working knowledge in querying Salesforce database using SOQL & SOSL queries using Force.com Explorer.
* Experience in application design, customization, development and support on Salesforce Platform CRM, Force.com
* Experience integrating Salesforce.com with enterprise-level applications though all available integration channels as well as Salesforce-to-Salesforce integration.
* Expertise in working with REST, SOAP/WSDL Web services for integrating with third party tools.
* Used test annotations @is Test, @test Setup and written test classes for web services by implementing Web Service Mock interface.
* Created Burndown charts, Velocity charts, Average age charts, pie charts for analysis and reporting.
* Experience in migrating from Salesforce classic to Lightning by analyzing existing Visual force components and converting them to Lightning components using Lightning app builder, SLDS styles and Aura framework.
* Created sites, Visual force pages with UI similar to application portal and gave access to internal and external users.
* Experience in customizing and configuring Web-to-Lead, Web-to-Case, Email-to-Case features and custom Lead conversion process.
* Good Experience in developing Custom Page Layouts, workflows, and Approval processes.
* Experience in data migration using Import wizard, Apex Data Loader.
* Troubleshoot and resolve user issues for SFDC by performing extensive root cause analysis to ensure non re-occurrence of defects and direct them to responsible groups.
* Excellent knowledge of all the phases of software development life cycle (Requirements gathering, analysis, gap analysis, design, development, testing and implementation).
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Sound knowledge of object oriented design, MVC architecture and struts framework.
* Deployed customizations from sandbox to production environment by Eclipse IDE and Change Set.
* , procedures and functions with Oracle, MS SQL Server.
* Capable of quickly learning new technologies and processes, and successfully applying them to projects and operations.
* Good experience with HTML, JavaScript, J Query, CSS, XML, ActiveX technologies and various database access technologies.
* Knowledge and familiarity with application, software, integration and web coding, such as .NET, J2EE, JavaScript, XML, HTML, and CSS.
* Ability to work in a team environment and works closely with business analysts, business system analysts, QA resources, systems engineers and network engineers.
* Strong knowledge and working experience with Software Development.

**Technical Skills:**

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| **Salesforce Technologies** | Force.com Web Services API, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Force.com Explorer, Data Loader, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench, Jitterbit Harmony, Gearset. |
| **Operating Systems** |  Windows 98/2000/XP/2003/vista/2007. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Velocity, Force.com Data Loader, Excel Connector. |
| **Web Development** | XML, HTML, CSS, Visualforce, JavaScript, Lightning aura. |
| **Languages** |  C, C++, Java Script, SQL, Apex |
| **Version Control Tools** | VSS, CVS, GIT. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL. |

**Professional Experience:**

**Teladoc Health - Chicago IL Nov 2019 to Present**

**Sr.Salesforce Developer/Admin**

**Responsibilities:**

* Worked on various Salesforce.com standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects and Developed UI containing angular/JQuery in Salesforce
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Introduced to Wave Analytics and worked with prebuilt Dashboards and Wave app for data isolation, sales cloud, service cloud, marketing cloud Salesforce Cloud Commerce (SFCC) to create custom reports, and opportunity development as per business requirement.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Develop various re-useable lightning web component and aura components for Salesforce and Salesforce Community
* Research and develop workaround solutions for Lightning Web Component limitations
* Integrate features developed using Visual force pages, Lightning Aura Components, and lightning web component
* Worked on Salesforce.com configurations such as creating the Custom Objects, Custom fields, and buttons, links, Record types, Page layouts, User Profiles, Workflows approvals and Validating Rules.
* Responsible for technical coordination including email QA in html, writing SQL query and AmpScript logic and leveraging assets to build and deploy email campaigns
* Created custom object creations with multiple record types, page lay outs, custom buttons, validation rules and apex triggers.
* Developed Velocity templates for the various user interactive forms that triggers email to alias. Such forms largely reduced the amount of manual work involved and were highly appreciated.
* Involved in Service cloud and Sales cloud for Implementation/Customization
* Strong knowledge of developing AMPSCRIPT code to implement business requirements by creating Dynamic content.
* Developing Apex Classes, Apex Triggers, Lightning Web component development in Visual Code and Developer Console, Visual Force, HTML, JavaScript, CSS, REST based web services, SOQL and SOSL.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Used HTML, CSS, AMPScript, SSJS, and other technologies to build customized solutions that support critical business functions.
* Created Lightning web components and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Experience in working with Salesforce Marketing Cloud applications for APT automation testing for restful services using MCAT Framework.
* Commerce and Marketing clouds. Designed and deployed Einstein High Velocity Sales Cloud, Sales Productivity
* Created Lightning Components using SLDS patterns and micro patterns.
* Worked on converting classic application functionalities to Lightning Components and also created new Lightning Components as per the business needs.
* Worked on Application Deployments and configurations using Ansible
* Created Burndown charts, Velocity charts, Average age charts, pie charts for analysis and reporting.
* Performed the detailed analysis of functional and technical requirements, designed & deployed the custom objects, identified the lookup and master-detail relationships, and created the junction objects. Demonstrated ability to translate customer requirements into specification.
* Used Canvas tools and JavaScript API's to integrate a third-party application in Salesforce
* Worked with SOQL, SOSL, Visualforce, APEX, ETL, SOAP API Force.com and Web services API.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab and created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implementation of Salesforce Health Cloud including Field Service Lightning, Service Cloud.
* Leverage AmpScript to automate email sending processes.
* Use AMPscript language to create various email campaigns; create automated marketing campaigns
* Managed and maintained Marketo marketing automation platform.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Proficiency in **Single Sign on** (SSO) configuration on **ETL Informatica Cloud.**
* Track and communicate team velocity and sprint/release progress.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Working on Jira Agile tool for migration projects from SAP to Salesforce.com.
* Worked on maintaining the complete contract management using Apttus.
* Development of SOAP and REST based web services used for custom development
* Developed Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Performed customization using Apex and Visualforce.
* Improved transparency by sharing team progress through Burn down and Team velocity charts.
* Involved in collecting the data during contracting process back in to the Salesforce instance using Apttus.
* Developer on service cloud console implementations for internal customer care call center.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* Deployed Customizations from Sandbox to production Environment by creating Change Sets and using the ANT Migration tool.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Worked on installing and integrating ApttusCPQ and Apttus approvals package with Salesforce Sales process.
* Created custom reports and dashboards outlining key sales metrics for upper level management and provided daily administration and support to Marketing Cloud.
* Business Process and Sales Process creation for Direct & Channel Sales, as well as Marketing Workflow Integration (Marketo) (Exact target).
* Implementing Enhancements in Velocity & Salesforce.
* Worked with Multi-Currency, Product and Price book set-ups.
* Migrated data from Traditional Applications to Salesforce using APEX Data Loader and Informatics on Demand.
* Exposed various applications as a Canvas app and made them available to user as part of their Salesforce experience.
* Developed Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Design Code and support solutions to meet business needs in Salesforce, including configurations, customizations and integrations.
* Worked with Exact Target marketing automation suite for email, landing pages, camping web analytics, lead scoring, assert management, and trigger workflow.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force pages to develop custom business logic.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used Service Max App exchange field service for efficiently managing the customer contracts and configured relations between service max and SFDC.
* Used Service Max App exchange field service for efficiently managing the customer contracts.
* Built, measured and managed company marketing campaigns within Marketo, a marketing automation software.
* Implemented CPQ (Configure Price Quote) solution using ApttusCPQ & Contract Management and also used Apttus CPQ to configure price and quotes for the organization based on regional prices. Managed CPQ process from both SFDC opportunity and excel.
* Utilized Salesforce Lightning Experience Process Flows to automate Business process

**Environment:** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Lightning web component,Java Script, Workflow & Approvals, Reports, Jitterbit, Marketing Cloud, Field Service, AmpScript ,Velocity,Lightning design system (LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**CVS/ Aetna - Hartford, CT Jan 2018 to Oct 2019**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Designed UI with Apex, Lightning Component and Controllers as per business requirements.
* Enabled AURA Framework and AURA attributes to perform logic and operations.
* Used Workbench to perform REST services like POST and PATCH.
* Used Workbench to perform SOQL and SOSL queries on standard and custom objects.
* Created Permission sets to give users the access level they need to perform the operations in the organization.
* Creating the Quotes through automation process by using Apttus CPQ functionalities.
* Salesforce.com configuration and design of service cloud, sales cloud and force.com solutions, with an emphasis on service cloud solutions.
* Developed Test classes to perform deployment through Blue Canvas and made sure run coverage is more than 80% always.
* Configured the Contract management and revenue management with using of Apttus CPQ.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Depth understanding of the APTTUS CPQ, APTTUS CLM data model and functionality.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, APTTUS CPQ and Dashboards.
* Maintained CPQ Configure-Price-Quote tool updated with latest functionality by installing Apttus CPQ releases.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Involved in creating Apex Class and Visual Force pages for RFP (Request for Proposal) and CPQ (Configure, Price and Quote) as per the business.
* Developed Forms using lightning components and created Support Request page layouts and assigned them in related Queues and performed data lineage.
* Used Force.com IDE for creating, modifying, testing, and deploying Force.com Application.
* Worked on Standard objects Like Lead, Opportunity and Account and various Custom Objects.
* Worked on Different Integrations like AddressDoctor and Strike Iron using SOAP API to perform validations on address, email and phone numbers.
* Implemented Salesforce 3rd party applications /AppExchange applications (Examples: CORA, Bectran for Credit applications).
* Worked on Lightning Flows, Approval Processes and Process Builders.
* Worked with salesforce system administrators and support teams for critical application production issues and troubleshooting.
* Utilized Salesforce Lightning Experience Process Flows to automate Business process
* Created Validation rules and triggers to perform Business requirements.
* Handled integrations with backend systems like ERP systems.
* Performed Override functionality on Standard button like New button in Account Object.
* Created custom fields, formula fields, picklist and look up fields.
* Using Apex Data Loader mapped data sources and loaded data into the Sandbox.

**Environment:** Saleforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Workflow& Approvals, Reports, Custom Objects, Custom Tabs, HTML, Java Script, Web Services, Sandbox, Informatica, Sales cloud, Service cloud.

**Sysco Food- Houston, TX Apr 2016 to Nov 2017**

**Salesforce Developer**

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the application to match the functional and business needs of the Organization.
* Created Profiles and implemented OWD, Object Level, Record-Level and Field-Level Security settings and configured their sharing settings.
* Distributed requirements to the team and monitored their progress by having daily calls, delivered the requirements to client without any bugs.
* Created Formula Fields, Validation Rules, Workflow Processes, Process Builder and Approval Processes for the flexibility and functionality of Force.com platform application.
* Implemented Pick Lists, Dependent Pick Lists, Lookup Relationships, Master Detail Relationships, Many to Many Relationships, Record Types and Assignment Rules.
* Created Page Layouts to organize fields, Custom Links, Related Lists, and other components on a record Detail and Edit pages.
* Developed Apex Classes, Controller Classes, Apex Triggers and Test Classes for various functional needs in the application.
* Implemented Profiles, Roles, Users, Page Layouts, Email Services, Chatter Groups, Approval Processes, Workflows, Reports, Dashboards, Tasks, Events and Audit Trials.
* Created various Custom Objects, Tabs, Buttons, Components and Visualforce Pages using Standard and custom Controllers.
* Worked on Inbound and Outbound Integration using SOAP API.
* Worked on Unit testing for the customizations and developments done during the project.
* Configured Reports and Dashboards as per the business needs.
* Implemented Case Management Automation to track and solve Customer's Issues.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on implementing Communities.
* Created components using Events, Styles, Design, SLDS, Handlers, Expressions, JS Controllers and Apex Controllers.
* Created salesforce1 mobile app and rolled out to clients for easy submission and tracking of requests.
* Closely worked with users and resolved the issues.
* Installed and configured managed packages.

**Environment:**Saleforce.com platform, Service, Sales,Salesforce1,Administration, Apex Language, Apex Scheduler, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Process Builder, Reports, Dashboards, Custom Objects, Custom Tabs, Lookup and Maser Details Page, Email Services, Security Controls, HTML,CSS, Java Script Deployments, Sandbox, Eclipse IDE Plug-in, Ant, Integrations, Chatter.

**GE Capital - Houston, TX Sep 2014 to Mar 2016 Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based Force.com Eclipse IDE Plug-in' tool and Visual force technology.
* Created custom Objects, Visualforce Pages, Triggers, Validation rules to help track internal help desk cases, customize campaign budgeting, and lead qualification.
* Involved in creating Apex Class and Visual Force pages for RFP (Request for Proposal) and CPQ (Configure, Price and Quote) as per the business.
* Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, and Campaigns and designed the solutions for business and technical requirements by customizing various standard and custom objects.
* Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts to suit to the needs of the application.
* Implemented Visualforce Pages, Standard and custom Controller classes and Trigger's based on requirements gathered.
* Configured the Contract management and revenue management with using of Apttus CPQ.
* Created user interfaces using HTML, CSS, Angular JS, and JavaScript.
* Handled integrations with backend systems like iSeries and ERP systems.
* Customized the entire Salesforce.com applications to incorporate the business requirements, which involved creating Web Forms and processing the data in SFDC with the usage of Web services API.
* Integrated Informatica Address doctor using SOAP API to Verify and Validate addresses.
* Worked on Apex Classes, Triggers, and Visualforce Pages.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Designed workflow rules with their respective field updates, email alerts including email templates.
* Created custom buttons using URL hacking and java script.

**Environment:** Salesforce.com platform, Apex, Visual Force, Eclipse IDE, JavaScript, Sharing Rules, Workflows, Email Updates, Web Services API.