**ROHAN PATEL**

**rohanpatel84861@gmail.com**

**732-351-4246**

**PROFESSIONAL EXPERIENCE**

* **7 years** of experience in different roles of a **Software Development Life Cycle** as a **Developer, Administrator** and **Consultant**.
* Strong experience in development and customizations of Salesforce.com applications using **Visual force, Apex classes, Apex triggers, Page Layouts, Workflows, Approval Process, Sharing Rules, Custom Buttons & links.**
* Strong hands on writing **WSDL, SOAP (web services)** that support the Big Machine BMI/SFDC integration. (BMI Integration on salesforce.com)
* Designed **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
* Created **integration** with **Apttus CPQ** and **CLM applications** and automating processes on salesforce1 platform.
* Experience in creating rich user interfaces (UI) using **CSS, HTML, JavaScript and AJAX**.
* Good understanding of salesforce Governor limits and experience in overcoming limitations in **Apex classes, Triggers**, **SOQL** and **Batch classes.**
* Hands on experience in writing queries using **SOQL** and **SOSL** in **Apex Classes** and **Triggers.**
* Sound experience in integration of Salesforce.com applications with external systems using - **SOAP** **and REST Web Services.**
* Expertise in **Force.com, Visual-force and Apex.**
* Experience in modifying **visual force pages** to be supported in **Lightning Experience** and good understanding of **lightning** mode and its features.
* Developed various customized solutions like retail portal, Customer Portal, Inventory Management system, Customized Order Management, Order Processing and Billing applications using **FORCE.COM, Visual-force** **and Apex.**
* Expertise in developing **SOAP** and **REST** **apex web service**s classes and tested using tools like **SOAPUI** and Workbench.
* Experience in Salesforce security setup using Profiles, Permission Sets, **OWD**, Role Hierarchy and Sharing Rules.
* Worked on translating several Visual Force pages to **lightning** framework.
* Sound experience in creating **Custom Apps, Custom Objects, Custom Fields, Applying Sharing Rules, Page Layouts, Search Layouts, Related List** and defining Field Dependencies, Custom buttons.
* Prepared unit test cases using **Apex** Test Classes and to fulfil the 75% of test cases for the development in Salesforce.
* Experience in import/export of data using **Data loader, Informatica cloud** connector from legacy **CRM** database into **Salesforce.Com.**
* Strong experience in generating Reports, Dashboards and analytical snapshots for the management.
* Experience in deployment from Sandbox to Production using deployment tools like **Force.com IDE, Force.com** migration tool and Change Sets.
* Strong work experience in user interface Designing, System Testing, Performance tuning, Go-live support and Post-production support.
* Experience in Object Oriented Languages like **C++, Java, JSP, Servlets** and other **Java** technologies.
* Strong scripting experience in writing build scripts using **Apache** Ant and **Maven.**
* Experience with **RDBMS** implementation and development using **Oracle PL/SQL, SQL Server and MySQL**.
* Good understanding and knowledge of preparing System Design using **UML** methodology with Rational Rose. Preparation of class and sequence diagrams using Rational Rose.

**TECHNICAL SKILL-SET**

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| **Salesforce.com** | Apex, Visualforce, SOQL, SOSL, Apex Triggers, Apex Controllers, Bulk triggers, Salesforce.com, Workflows and Approvals, AppExchange, Email Templates, DocuSign, Wave Analytics, Formulas, Validation Rules, app exchange,Eclipse, Apex Data Loader, SVN, Jenkins, Force.com IDE, web services |
| **Web Technologies** | JavaScript, PHP, Angular JS, XML, HTML, XHTML, XSL, CSS, AJAX, ASP |
| **Force.com tools** | Apex Data Loader, ETL, Data Extraction, Force.com ApexExplorer, Apttus, Force.com Migration Toll and Eclipse IDE PLUG-IN, FORCE.COM Explorer, GIT, Jenkins |
| **Custom Integration and Management tools** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA |
| **Operating Systems** | Windows Family, MS-DOS, UNIX, SOLARIS |
| **Relational DB** | SQL, SOQL, SOSL |

**PROFESSIONAL EXPERIENCE**

**Early Warning, Chicago, IL January’2020 – Till date**

**Salesforce Lightning Developer**

**Roles & Responsibilities**

* Migrated data from external sources and performed Insert, Delete, Upsert Export operations on millions of records. Designed and developed Service cloud and Integration.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Force.com developer toolkit including Apex Classes, Apex Triggers & Visualforce Pages to develop custom Business Logic. Implemented Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Integrated Siebel with Salesforce Sales Cloud conducted bidirectional data synchronization between Siebel system and Salesforce Sales Cloud for accounts, contacts, and opportunities.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Working with SFDC support to resolve issues with Subscription Billing and related applications. Maintain smooth operation and performance of the platform
* Collaborating with relevant business stakeholders to execute the CPQ roadmap product configuration design and development.
* Developed custom UI using CSS, HTML, Visualforce components and used JQuery, JavaScript for front-end validation
* Knowledge on Java / J2EE or Object Oriented Solutions
* Knowledgeable of HTML, JavaScript, JQuery, Java, XML, JSON, Eclipse IDE, Force.com IDE
* Designed and developed SFA based Application on Force.com platform in Salesforce.com environment with Apex programming language as backend and Visualforce Pages as user interface.
* Implemented Pick Lists, Dependent Picklists, Lookups, Master Detail Relationships, Validation and Formula Fields to the custom objects.
* Solid understanding on OO program language like Java, C#, HTML, HTML5, CSS, Jscript, XML, XSLT, JSON
* Implemented new strategies to enhance its growing SFDC platform, standardization of tools such as Data.com, Pardot and Lightning Process Builder for automating alerts based on opportunity stages and published dates.
* Page Layouts, Search Layouts to Organize Fields, Custom Links, Related Lists and other components on a Record Detail.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Experience with Lightning after the organization moved to lightning from classic salesforce.
* Customized User Roles, Role Hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.
* Created Templates, Approval Processes, ApprovalPageLayouts and defined Approval Actions on them to automate the processes. Created Workflow Rules and defined Related Tasks, Email Alerts and Field Updates.
* Worked with SOQL, SOSL queries with Governor Limits to store and download the data from Salesforce.com platform database. Configured Chatter for the Users in the Organization for collaboration.
* Implemented Data Loader through the Command Line Interface to extract the data from the database.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.

**Environment:** Salesforce.com Lightning, Visual force, Force.com, JSON Apttus CPQ, Security Controls, Sandbox data loading, Record types, Custom objects and Fields, Triggers, Workflows, Rules, Data loader, Apex Schema Builders, Tabs, Excel.

**European Wax Center, Plano, TX March’2018 – December’2019**

**Salesforce Developer/Administrator**

**Roles & Responsibilities**

* Developed several Lightning Components, Global Actions, Process Builders and object specific actions.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in Lightning App builder.
* Tested Apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Enhanced in Communities by adding new fields, field sets using Salesforce Lightning.
* Developing complex apex classes and triggers based on business requrements.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.
* 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.
* Implemented visual force pages with custom controller, standard controller, controller extension and standard set controller.
* Created Custom Visual force components and attributes to override the look and feel of standard Visualforce components.
* Written SOQL queries against force.com API. Used AJAX to get the data from the server asynchronously by using JSON objects.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Developed various Lightning Components and Apex classes to achieve a fully functional lightning-based functionality to create mass opportunities from mass accounts with a few clicks.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Implemented Approval Processes to ensure proper authorization in the high-stakes environment of capital management.
* Experience in using CRM fusion demand tools for importing huge amount of data into salesforce.
* 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, Apttus CPQ, HTML, CSS, JavaScript, JQuery, Visual-Force Pages, Custom settings, REST API, Components and Controllers, XML, Task Ray Management Tool, Conga, Data Loader, Force.com, Maven, ServiceNow Tool, Force.com IDE, Sublime text.

**Sprint, Kansas City, MO December’2016 – February’2018**

**Salesforce Administrator/Developer**

**Roles & Responsibilities:**

* Developed a comprehensive CRM strategy, defining Salesforce as the standard tool in both Sales Cloud and Service Cloud.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, visualforce pages, components for various functional needs in the application.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com based on REST API.
* Providing the best solutions for the gathered requirements & functional support for existing and future business processes on the Salesforce.com
* Created Task routing using Apex controller in such a way that ensure the sales team follows up on every task within due hours.
* Implemeted Single Sign-On project. Administrated and monitored the company's Salesforce CRM applications.
* Involved integration of their legacy system with Salesforce CRM through Web-Services based on BULK API.
* Worked on InsideSales and Demand tools App-Exchange applications to make Salesforce.com instance effective.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* 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.
* 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.
* Implemented Service Cloud for customer support that includes Case management, Entitlement and service contract, Knowledge base, etc.
* Configured Service Cloud console for internal support agents for case support.

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

**ATT Solutions, India July’2014 – November’2016**

**Roles & Responsibilities as a Salesforce Administrator**

* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes and Apex Triggers.
* Automated Sharing rules whenever there is a new change in Sales teams instead of using an Apex trigger.
* 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.
* 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.

**Roles & Responsibilities as a Java Programmer**

* Worked on setting up the application environment in the development region and developed the configuration files
* Involved in interaction with Business analysts, technical architects to identify the functional and requirement gaps.
* Development of cash management reporting components using Java, JDBC and JAXP.
* Used multithreading to improve performance in generating the reports in Java.
* Development of cash management alert components using Java, JDBC and JAXP.
* Development of interactive user interfaces for viewing, editing, copying, sharing and deleting the reports and alerts using JSP, HTML, DHTML, JavaScript, CSS and AJAX.
* Extensively involved in writing the SQL queries to fetch data from database for reports.
* Used JavaScript and AJAX for performing client side validation and implemented server side validating business rules in Java.
* Examined the Oracle 9i database tables, stored procedures and views used in the project as part of testing using PL/SQL Developer tool.
* Involved in integration testing and Documentation.

**Environment:** Java, Servlets, JSP, JAXP, XML, JavaScript, AJAX, CSS, Oracle 9i, Tomcat 5.1.

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***‘Thank you’.***