

# KHUSHBU PATEL

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## PROFESSIONAL SUMMARY

**Over 9 Years of IT experience that includes over 5 years of experience in Salesforce.com CRM Platform and Apex technologies and around 4 years of experience with Java/J2EE.**

- Experience in working with Salesforce developer toolkit (Apex, Visualforce, force.com IDE, SOQL and WebServices/ Metadata API). Experience with Salesforce.com Sales Cloud, Service cloud, Community, and Force.com platform.
- Good knowledge on Apex development in creating Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions and lightning components.
- Added Lightning Web Component to Lightning Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
- Creating lightning pages using Component, controller, helper, style, documentation, render, design, SVG.
- Implemented Salesforce Lightning Web Components for small set of users within the organization.
- Worked on both lightning frameworks Aura and LWC.
- Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
- Experience in building re-usable Lightning Web components and using Lightning Framework.
- Experience in using client side and server-side controllers in Lightning Design.
- Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
- Strong experience in defining and managing custom Objects, creating page layouts, developing field validations, campaign Management, formulas and workflow rules using Salesforce.com and Eclipse IDE for Salesforce.
- Extensive work experience on designing of custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers, and various other components as per the client and application requirements.
- Experienced in creating and activating the Marketing Campaigns in Salesforce.com.
- Experience working with Salesforce.com Sandbox and Production environments.

- Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language. Experience in using lightning app builder.
- Interacted with different business teams and end users for gathering information and requirements for implementing Salesforce community cloud for partners and documentation.
- Expertise in Service Cloud console with exposure to CTI adapters and mobile application integrations.
- Good experience on Salesforce Lightning. Experience in third party integration with ERP.
- Proficient in MuleSoft AnyPoint API platform on designing and implementing Mule APIs. Strong working knowledge on API Gateway.
- Experience in building reusable UI components with lightning Web component framework.
- Proficient in administrating the organizational setup using Salesforce administration. Set up workflows for marketing in exact Target which will send out emails based on time intervals.
- Configured the customer journeys with the company, worked on Journey Builder, Email Studio and Automation Studio of Salesforce Marketing Cloud (Exact Target).
- Used Email to Case, Web to Case features and created a community where the customers can create, update and manage their cases. Good experience in working with Cloud computing / SaaS technologies.
- Experience in using Force.com Web services API for implementing web services in the application for access to data from different users.
- Experience in designing 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 according to application requirements.
- Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.

## **SKILLS**

**SFDC Technology** - Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Webservices, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management

Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process.

**SFDC Tools** - Apex Data Loader and Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Apttus CPQ, Steel brick.

**Languages** - Apex, Core Java, Java Script

**Operating systems** - Windows, MSDOS, LINUX

**Databases** - Oracle 10g, Oracle 11g, SQL Server, DB2

**Methodology** - Agile, scrum, SDLC, RUP.

## **WORK HISTORY**

### **UNITED BANK OF SWITZERLANDS**

*Salesforce Lightning Developer / Nashville TN, USA/ Aug 2020 - Current*

#### **Responsibilities:**

- Developed Apex Classes, Controller Classes and Apex Triggers on Force.com for various functional needs in the application and experienced in creating lightning pages inside lightning Community builder.
- Triggered interface events by user interactions, which includes Lightning Web Component framework and also involved in building Lightning Web Components using the aura framework.
- Also embedded Lightning Lightning Web Components in Visual force Page by using new Lightning out feature by event-Driven Programming.
- Worked on Salesforce Platform to build Mobile App by enabling lightning Web components for use in the Salesforce1 mobile platform to make Lightning application to mobile.
- Created Lightning page with some customizations based on the components used and created the Lightning app.
- Added Lightning Component to Lightning Pages and Record Pages.
- Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
- Worked on salesforce Lightning Web components for building customized components replacing the existing ones and embed Lightning Web components in Visualforce page by using new lightning out feature by event-driven programming.

- Worked on analyzing the user stories, estimating complexity, story pointing and implementing the user stories.
- Developed complex Visualforce pages, Apex classes, Triggers and Test classes.
- Worked on batch apex to auto create opportunities based on close date of a current contract.
- Developing Triggers with bulk-safe and have a minimum of 75% code coverage.
- Implemented auto create events on public calendar using trigger and custom settings.
- Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolution.
- Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
- Knowledge of Apttus development.
- Expertise as a team member of successful software project implementations related to Quote-to-Cash (Apttus) and 1year experience in the capacity of a Solution Architect / Business System Analyst.
- Hands-on Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.
- Strong understanding of Salesforce standard objects and Apttus CPQ application.
- Configure in Salesforce.com CRM to facilitate Apttus implementation.
- Experience in Apttus CPQ, LDAP and Integration with Share point.
- Responsible for performing administrative functions in Salesforce CRM such as create/modify pick lists and lookup fields.
- Act as the primary point of contact for Multi call center sites.
- Design and implement optimal CRM workflow configurations for Call Center Operations.
- Implemented Email to Case, Web to Case functionalities and Data Loader to bulk load Cases data into Salesforce.com from other databases and CSV files.
- Made new feature enhancements on Service cloud console view and developed some Visual force components.
- **Environment:** Salesforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce .com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Windows XP.

## **THERMOFISHER**

*Salesforce Developer / Pittsburgh, PA, USA/ November 2019 - Aug 2020*

### **Responsibilities:**

- Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
- Involved in creating Lightning Pages inside Lightning community Builder.
- Implemented custom apex classes to pull data from a third-party chat application into Salesforce custom objects.

- Wrote scheduled classes to pull Customer Interaction with Chat Bot from the Chat application.
- Used the Aura framework and Salesforce lightning Design System (SLDS).
- Developed Lightning Web components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Migrating the pages from classic to lightning.
- Experienced using Salesforce Lightning UI.
- Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- In-depth understanding of Salesforce.com's Sales Cloud, Service Cloud and Force.com product offerings.
- Created the email templates to be used in Workflows, Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
- Worked on various objects Related to APTTUS Configuration and Pricing management, like: Agreement, Incentive, Price Rule, Price Rule entry, Price Rule Set.
- Strong understanding of Salesforce CPQ capabilities, limitations, and can clearly communicate those to customers.
- Developed Custom Validations to override the Salesforce default validation rules.
- Performed large and small-scale Data Migration using Migration Tool and Data Loader.
- Worked on Sales Cloud, Service Cloud and Apex Programming on Force.com Platform.
- Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolution.
- Analyzed the changes performed in CRM application for Service, sales etc.
- Translated them to business and functional requirements for Sales and Service Clouds in SFDC.
- Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects with lightning.
- Deployed many applications on sales cloud, service cloud which includes the call center and marketing applications.
- Implemented and customized Salesforce customer relationship management (CRM) for Marketing, Sales and Case Management also implemented sales cloud and service cloud to improve customer retention and service delivery process improvement.
- Worked on Service cloud console application to create a new VF view of different cases at a time inform of tabs.
- Involved on creating lightning Pages inside Lightning Community Builder.
- Created Community, Enabled Community Users, Profiles and Access.
- Used Field service lightning to complete field service tasks as required.
- Using the Customer community, the customer can find the required banking information.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.

- Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
- Made new feature enhancements on Service cloud console view and developed some Visual force components.
- Created UI Pages using lightning app builder.
- Created reusable UI components with lightning Web component framework.
- Experience in building reusable UI components with lightning Web component framework.
- Involved in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.
- Performed Data Migration from home grown legacy system to Salesforce CRM.
- Experienced in Unit Testing, for the customizations and developments done during the project.
- **Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle.

## **ALLY FINANCIAL**

*Salesforce Developer / Charlotte, NC/ May 2018 - October 2019*

### **Responsibilities:**

- Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Migrated data from external sources and performed insert, delete, upsert, export operations on millions of records.
- Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
- Created and maintain a Salesforce Partner Community to collaborate with the partners and to share their ideas and case issues.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail.
- 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, approval page layouts and defined approval actions on them to automate the processes.

- Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
- Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
- Designed and developed Service cloud and integration.
- Implemented Data Loader through the Command Line Interface to extract the data from database.
- Configured Chatter for the Users in the Organization for collaboration.
- Extensively involved in Data Migration from three legacy systems to Salesforce.
- Supported the Data Migration activities for migration the data from various business sources with the support of Salesforce.com.
- Migrated data from ACT CRM to Salesforce CRM using Informatica on Demand.
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
- 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, Force.com, Apex Classes, Apex Triggers, Apex Controllers, Visualforce Pages, Eclipse, SOQL, SOSL, Service Cloud, Sales Cloud, Chatter, Data Loader, Data Migration, Page layouts, Roles, Custom Objects, Pick lists, Email alerts, Oracle and Windows.

## VMWARE

*Salesforce Lightning Developer / Bangalore, India/ May 2016 - August 2017*

### **Responsibilities:**

- Involved and interacted with various business sales and marketing for gathering the requirements for CRM implementation and project estimation timelines on regular basis.
- Analyzed complex business requirements and designed solutions using Apex classes, triggers, and Visual Force pages.
- Worked on Templates using Angular JS.
- Called REST web services through Angular JS services to get JSON Object and modified the response object to display in UI.
- Visualforce Pages using front-end technologies like JavaScript, Angular JS, HTML & CSS and included Apex Triggers for extra functionality and wrote Apex Classes and controllers to provide functionality to the Visual Force pages.

- Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
- Provided appropriate support to service technicians accessing sales and servicemax managed objects like Accounts, products, location, installed products, service contracts, parts orders, work orders, cases, and service invoice.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
- Created user roles and profiles, security controls and shared settings.
- Hands on configuration and Customization of Service Max application.
- Good understanding of PM Engine, Service Max MFL & iPad Mobility tools.
- Design, develop and implement solutions for the Apttus system deployed on the Salesforce platform.
- Participate in requirements and solution design workshops with IT and business stakeholders.
- Assist with validation of requirements gathered from the business.
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
- Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
- Implemented Configuration, Customization and Development with Salesforce.com on Service Cloud and Sales Cloud.
- Oversaw user roles and permission levels in Sales Cloud for salespeople and marketers for two business units.
- Worked on large Salesforce CRM implementations including- Improving Sales Process, Partner Portal Implementation, Orders and Discounts, Integration and legacy systems etc.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Implemented Configuration, Customization and Development with Salesforce.com on Service Cloud and Sales Cloud.
- Created Workflow alerts, and automated email response and used series of Ant Scripts to commit and pull files from GitHub.
- Created a process for sales team to self-price certain products using price books.
- Created various Customized Visualforce pages for various business units including a page for company purposes showing a quick tax estimate.
- Made new feature enhancements on Service cloud console view and developed some Visual force components.
- Designed various Webpages in Visual Force for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
- Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.



- Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
- Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
- Created Executive and other Dashboards using wave Analytics.
- Implemented service cloud functionality like case management, field service management and CTI integration.
- Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
- Implemented Security access to the user profiles by creating Object level security, Field level security and Record level security.
- Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
- Extensively used tools such Informatica for integration of data with legacy ERP system.
- Reviewing the test cases provided by the QA team and providing feedback.
- Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
- **Environment:** Salesforce.com platform, Salesforce Lightning, Service Cloud, Sales Cloud, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, Angular js, GitHub, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

## **APOTEX**

*Java Developer / Bangalore, India, India/ May 2012 - April 2016*

### **Responsibilities:**

- Developed many JSP pages, used JavaScript for client side validation.
- MVC framework for developing J2EE based web application.
- Involved in all the phases of SDLC including Requirements Collection, Design & Analysis of the Customer specifications, Development and Customization of the Application.
- Developed the User Interface Screens for presentation using AJAX, JSP and HTML.
- Created and maintained mapping files and transaction control in Hibernate.
- Eclipse used as Java IDE tool for creating JSPs, Servlets, EJBs, and XML.
- Design and develop Servlets, Session and Entity Beans to implement business logic and deploy them on the Web Logic Application Server.
- Written and debugged the ANT Scripts for building the entire web application.
- Used XML to transfer the application data between Client and Server.
- XSLT style sheets for the XML data transformations that included both mid-layer transformations (XML to XML) and final transformations (XML to HTML).
- Developed webservices in Java and Experienced with SOAP, WSDL.
- Used the JDBC for data retrieval from the database for various inquiries.
- Perform purification of the application database entries using Oracle10g.
- Participate in Client side and Server side data validations using the JavaScript.

- **Environment:** Core Java, J2EE, Servlets, JSP, JDBC, HTML, DHTML, AJAX, JavaScript, CSS, Single Pattern, Java Beans, Struts, JSTL, UML.

## **EDUCATION**

### ***Bachelor's in Computer Science***

*Sardar Patel University*

*India, 2010*

### ***Master's in Information Technology***

*University of Potomac*

*USA, 2019*

## **ADDITIONAL INFORMATION**

- Salesforce Marketing Cloud Administration, Configuration & Setup. Worked on customer portals and communities' administration. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people. Extensive knowledge on Sales cloud, Service cloud, Custom cloud, Chatter and App Exchange applications. Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce. Worked on Salesforce Import and Export wizard, Work bench, Informatica on Demand, Force.com 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. Understanding on how to Create service resources and service crews that represent your field service technicians in Field Service Lightning app and add details about their skills, service territories, and availability. Expertise working on various SFDC implementations including Lightning Application, Sales cloud, Service cloud, Marketing cloud, Call center, Chatter and App-Exchange applications.

## **CERTIFICATIONS**

- Certified Salesforce Platform Developer-1
- Certified Salesforce Administrator