**Shreyansh Patel**

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* Summary:

Around 5 years of experience in Salesforce.com as developer and Administrator.

* Experience of Salesforce.com Development, implementation including configuration and customization/Business analysis, data migration.
* Proficient in customizing standard objects: Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Aggressive Salesforce CRM Business Analyst who is constantly looking for the best ways to maximize each customer relationship. Adept in data mining generating detailed and useful reports.
* Experience in Lightning Platform, building lightning components and also using the Lightning App builder.
* Implemented Security and Sharing rules at object, field and record level for different users at different levels of organization.
* Experience in mapping and migration of data to Salesforce.com objects and fields from legacy systems.
* Integration of Salesforce.com with other applications by using Salesforce web services API
* REST, SOAP API & knowledge in Streaming API to send real-time notifications to Deal desk users
* Experience in configuration of Single Sign On (SSO) and enforcing Organization wide security.
* Extensive knowledge in Sales Cloud, Service Cloud and ExactTarget Marketing cloud.
* Proficient in writing and validating project specific Technical as well as functional documents.
* Having Experience in Apex, Batch Apex, Visual Force,
* Experience in activities related to SFDC Configuration like Creating Roles, Profiles, Email Services, Workflow Alerts and Actions, and Approval Process.
* Experience in designing of Custom objects, Custom fields, Page layouts, Custom Reports.
* Experience in designing Visual force pages and providing functionality to those through Apex programming based on client and application requirements. Having Good Knowledge on Email

Alerts, System Configuration, SOQL and SOSL

* Experience on Deployment tools like Ant, Data Loader, Work bench, Demand tools & Eclipse
* **Education Details**

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| **Qualification** | **University** | **Year** |
| Bachelor’s in Mechanical Engineering | Gujarat Technological university |  2012 |
| Master’s in computer science | Chicago State University |  2017 |

**Client : BJ's Wholesale Club, Westborough, MA**

**Duration : Sept 2018– Present**

**Role : Salesforce Developer / Administrator**

Responsibilities:

* Participated in requirements grooming sessions with business users, developers and created Technical Design Documents with coding standards and pseudo code.
* Involved in technical design sessions and performed peer-code review before code is migrated to QA.
* Worked on Eclipse IDE with Force.com plugin for developing Apex programming and customizing meta-data components.
* Developed Apex Triggers, Apex Classes for implementing customizations requested by business users across various objects.
* Customizing Lightning components for Look up, pick list, Record type, required field System Validation and other functionality which are not supported by Salesforce in Lightning till date by creating custom components.
* Customizing existing Visualforce to align with Salesforce new Lightning UI experience.
* Created custom relationships on the objects using Lookup, Master-Detail relationships and created junction objects to establish many-to- many relationships.
* Written and tuned SOQL, SOSL with consideration of Governor Limits for querying across large datasets and performed DML operations.
* Written Apex Batch, Schedule classes by implementing Batch able, Schedulable interfaces to perform DML operations at scheduled intervals.
* Developed Visual force pages with rich user experience using visual force components, HTML5 and CSS3 and used JavaScript and jQuery validations and hiding content/sections.
* Designed high level customized Visual force pages using extension controllers, custom controllers and standard controllers.
* Written apex SOAP web services classes for inbound calls to Salesforce and other consumers used Partner WSDL to consume Salesforce data.
* Implemented Email-to- Case, Case Escalation rules, Case Assignment rules for service request automation.
* Worked on Workflow rules, Approval processes and actions Field update, Email alert, outbound message for business process automation.
* Designed, developed, and deployed Apex Classes Extension Classes to support Visual force pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Developed various Custom Reports, Report Types, Dashboards and Analytic snapshot for different line of business on Standard and Custom objects.
* Deployment of Apex class using Force.com ant migration tool and Change Sets.

**Client : Sharp Health Plan, San Diego CA**

**Duration** **: July 2017 - Sept 2018**

**Role : Salesforce Developer / Administrator**

Responsibilities:

* Developing complete Case Management for Service cloud and customized completely in Lightning without using Visualforce pages.
* Integrating Mainframe and working with Home services to implement data and other web portals in Salesforce with REST.
* Customizing Lightning components for Look up, Pick list, Record type, required field System Validation and other functionality which are not supported by Salesforce in Lightning till date by creating custom components.
* Customizing existing Visualforce to align with Salesforce new Lightning UI experience.
* Salesforce deployment experience from Sandbox to production environment.
* Developing applications visually using custom-built Lightning components.
* Leveraging the rich features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using the lightning framework.
* Worked with Salesforce Senior architect to learn and suggest Solutions for Lightning bugs and work around.
* Ability to build apps on Heroku and experience using Heroku connect.
* JIRA and Bit Bucket to push changes and track via sublime to make sure all code changes were tracked and managed during deployment periods.
* Creating templates using CSS, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Working extensively with various Salesforce objects such as Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Designing and implementing Custom Objects, Page Layouts, and Custom Tabs to suit application needs. Creating Profiles and Roles based on organizational role hierarchy, implementing Record-Level and Field-Level security and configured their sharing settings.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Conducting training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.

**Client : Abbvie – Chicago, IL**

**Duration** **: Jan 2017 – July 2017**

**Role : Salesforce Developer / Administrator**

Responsibilities:

* 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.
* Involved in two-way data integration between SQL Server and Salesforce using .Net web Service.
* Worked on Salesforce portal to stabilize the existing system by enhancing - restructuring the APEX code.
* Worked on several DocuSign documents used by various business teams.
* Helped the team to get Org wide test coverage above 90%.
* Interacting with business and attending meetings to get the requirements and providing the best solutions for the gathered requirements.
* Worked on Inside Sales and Demand Tools App-Exchange applications to make Salesforce.com instance effective.
* Working with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in Salesforce CRM.
* Managed with vendor partners and formulated optimal solutions for integration.
* Execution of Test Cases. Review of Test Cases/Test Documents/UE Documents and preparing Test Report.
* Configured Service Cloud for internal support agents for case support.

**Client : Horizon core Infosoft, Ahmedabad**

**Duration** **: June 2012 - Sept 2014**

**Role : Salesforce Administrator**

Responsibilities:

* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Worked on various salesforce standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Created the workflows for automated lead routing, lead escalation and email alerts.
* Work closely with prospects/clients to identify technical requirements and technical infrastructure for CRM based enterprise solutions.
* Worked as enhancement team member and performed the roles of salesforce Administrator in the organization.
* Involved in the maintenance of the previous versions of the product by addressing bugs and client issues.
* Responsibilities include defining integration architecture, documenting technical requirements, and identifying success criteria.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Involved in integrating web service with Salesforce to load Leads back and forth from salesforce to Legacy and vice versa.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Responsible for creating Sharing rules among all the users in Different Roles and Subordinates.
* Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
* Created unit test cases and coordinated change requests to drive the business requirements during Integration and Testing stages.
* Working with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in Salesforce CRM.