**Jignesh**

[jnpatel0709@gmail.com](mailto:jnpatel0709@gmail.com)

**510-736-8388**

# PROFESSIONAL SUMMARY

* **Proven 7+Years of** professional **IT experience in Salesforce.com Developer/Administrator, which involved in implementation, development, integration with cloud applications and includes configuration and database activities.**
* Certified **Administrator** and **Platform Developer 1**.
* Experience in Sales Cloud and Service Cloud implementations, salesforce.com sandbox and production environments.
* Worked on sales cloud, which provides customer to customer and business to customer sales services through the Internet. In order to maintain all the customer related information and business-related information.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships**.
* Strong Salesforce development experience with **Apex Classes, Triggers, Controller Classes, Visualforce** pages and Integrating with external sources by developing **SOAP**, **RESTful** **Apex** Web Services for inbound calls to salesforce.
* Worked on customization of Sales **Cloud** schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
* Experience in Salesforce **Lightning** framework and components.
* Developed **Lightning** apps and components to be more interactive to end users.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes. Highly skilled in Salesforce.com (SFDC) development and implementation.
* Experience in designing of **custom objects, custom fields, page layouts, custom reports**.
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficient in **Data Migration** from Traditional Applications to SalesForce using **Import Wizard** and **Data Loader Utility**.
* Experience in working with client specific solutions like Salesforce.com Sandbox deployments, Force.com IDE, **Eclipse** IDE, **SOQL, SOSL** and various production environments.
* Expertise in building innovative solutions to meet customer needs and support business goals using Agile methodology
* A practical strategic provider who thrives on new challenges and opportunities in a team environment or can work independently
* Great problem solving and time management skills to meet tight deadlines.

# CERTIFICATIONS

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

# TOOLS & TECHNOLOGIES

* **Salesforce Technologies**: CRM (Force.com, Sales Cloud, Service Cloud), Vlocity, Mulesoft, Apttus CPQ, Veeva, Apex Classes & Triggers, Visualforce pages, Salesforce CPQ, Database operations (DML, SOQL, SOSL), Workflow rules & Approval processes, Price Rules, product Rules Reports & Dashboards.
* **Salesforce Tools**: Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com CLI, JIRA, ServiceMax
* **Database**: Oracle 11g and MS Access
* **Languages & Scripts**: Java, JavaScript, SQL, PL/SQL, CSS

# PROFESSIONAL EXPERIENCE

**Capital Blue Cross, Harrisburg, PA Dec 2020 – Present**

**Role: Salesforce Service Cloud Developer**

**Responsibilities:**

* Configure and maintain standard/custom objects, record types, fields, page layouts, formulas, data validation rules, triggers, custom workflows, approval processes, installed packages, etc. within Salesforce.com.
* Experience working with Force.com Apex Classes, Apex triggers, Batch Apex, Lightning Web Components (LWC), Visual Force (VF Pages), Integration (REST, SOAP, Change Data Capture, Platform Events), Force.com API, SOQL and SOSL and Vlocity.
* Strong development skills of APEX code to create system functionality or integrations.
* Research historical configuration and customization and bring forward with future versions or improve with new Salesforce versions.
* Built Vlocity communications using App Exchange and Vlocity
* Provide technical design for new functionality, develop and implement new functionality with process builder, workflow or APEX
* Experience with Salesforce Lightning, Aura and LWC.
* Create RESTful web services technologies and APIs.
* Move code from lower sandboxes to production environment and address issues related to functionality, integration, etc.
* Maintain user roles and profiles, security settings, access settings, etc. (User Profiles, Role Hierarchy, Sharing Rules and Security).
* Establish and implement change control and best practices with regards to system maintenance, configuration, development, testing, data integrity, etc.
* Engage with business stakeholders to understand the requirements and work with project leads on the implementation possibilities and challenges. Translate approved solutions into actionable deliverables, ensuring high levels of quality, accuracy, and process consistency.
* Develop, test, and deploy customizations, custom objects, 3rd party applications and new functionality based on evolving business needs Purchaser is under no obligation to accept any Services or Deliverables before their acceptance by Client

**Health Stream, Nashville, TN Nov 2019- Oct 2020**

**Role: Salesforce Lightning Developer**

**Project Description:**

**TriZetto** Healthcare Products are software solutions, which also do claims processing with revenue management and analytics software. This project is about migration of classic to lightning experience.

**Responsibilities**:

* Followed **Agile** Scrum methodology that included iterative application development,
* Weekly **Sprints** and stand up meetings.
* Developed **lightning components** and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Developed **lightning components** to capture the response from external system and alert the user.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Designed, and deployed the **Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual force Pages** to suit to the needs of the application.
* Deployed **Apex using Force.com IDE**, Force.com **Migration Tool** and **Web Services API**.
* Discover and document business requirements (user stories) and provide scalable designs for the implementation of additional **CRM system** functionality.
* Developed Visual Force pages, LWC , Apex classes, Apex triggers for various functional needs in the application.
* **Configure Salesforce.com CRM** (create/change screen layouts, fields, business rules, validations and workflow) to meet the business requirements and also worked and configured requirements with **APTTUS CLM**.
* Implemented Visual Flows for automatic sales and service process in Sales Cloud.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Used **SOQL** and **SOSL** within Governor Limits for data manipulation needs of the application using the platform database objects.
* Involved in **Data mapping** and migration of data from legacy systems to SalesForce.com Objects and fields.
* Developed Apex Classes, Batch Classes and Schedule class according to the business requirement.
* Worked on integrations using **REST** and **SOAP API** and Connected Apps.
* Developed event tracker that is used to capture details of actions taken by Vlocity users using the Vlocity Tracking Services.
* Used Integration and data tools of Vlocity to build and design business processes and applications.
* Worked with **Apex Data Loader** tool to perform DML operation using CSV files.
* Customized page layouts for **Opportunity, Contacts, and Accounts depending upon user roles, and groups.**
* **Handled the deployments process using GIT HUB.**
* Generated Queries using Apex Explorer and WSDL application to connect with different servers.
* Migrating Metadata from one sandbox to another sandbox using **ANT** tool.

**Environment**: Salesforce CRM, Salesforce Unlimited Edition, Salesforce.com/Visualforce, Salesforce APIs, Custom/Standard Objects, Case Management, Custom Tabs, Page Layouts, Java script, Workflow & Approvals, Service Cloud, J query, REST, Web Services, SOAP, Reports, Eclipse,

**Allscripts, Chicago, IL, Apr 2018– Sep 2019**

**Role: Salesforce Lightning Developer**

**Project Description:**

**Responsibilities**:

* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Worked with functional leads to transform and develop new requirements into Design, Implementation.
* Working Knowledge on **Sales Cloud, Service Cloud, Custom Cloud and Apex Programming** on Force.com Platform.
* Developed **SOQL and SOSL** queries to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Developed Web Service Callouts from Salesforce to External Applications using **SOAP and REST API**.
* Developed REST with middleware systems through angular using OData connector and OAuth Connectors.
* Worked on **Salesforce Lightning Components** for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Responsible for setting up web service integrations.
* Discover and document business requirements (user stories) and provide scalable designs for the implementation of additional **CRM system** functionality.
* Worked extensively with the Functional team to resolve the defects.
* Expertise in the deployments using the **Github** and Gearset from sandbox to production.
* Used Data Loader, Informatica cloud connector to insert, update and bulk import & export of data from Salesforce.com SObjects
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API and Web Services.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Worked extensively in the Case Management, developed complete case management process.
* Expertise in Approval Process, Assignment Rules, Email-to-Case, Sharing Settings and Customized Angular Pages for New Case Pages.
* Expertise **in Aura framework**, Lightning Components and Salesforce Lightning Design System(SLDS).
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up **in lightning App builder**.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.

**Environment:** Salesforce Unlimited Edition, Salesforce.com / Visual force, Salesforce APIs, Custom/Standard Objects, Case Management, Custom Tabs, Page Layouts, Java script, Workflow & Approvals, Service Cloud, J query, REST, Web Services, SOAP, Reports, Eclipse.

**Cigna Healthcare, Lafayette, LA Mar 2017 – Feb 2018**

**Role: Salesforce Developer**

**Project Description:**

This project is mainly focused on the enhancement and support of the application New supporting policies and procedures were developed to support the new business processes.

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Developed various **Custom Objects, Tabs, Visual force Pages and Controllers**.
* Administered, configured, maintained Salesforce.com application **user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.**
* Created and deployed Several Reports using salesforce.com platform.
* Worked on Process Builder for calling the apex methods for updating the contact information with zip code.
* Responsible for managing **Profiles, roles, public groups, queues, Permission sets, Sharing settings.**
* Created various Reports (**summary reports, matrix reports, pie charts, dashboards and graphics**) and Report Folders to assist managers to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the organization's need.
* Assigned workflows for **Lead conversion**, transfers, **merging duplicates**, managing **web-to-lead** to track responses to **online campaigns**.
* Created custom **reports** and **dashboards** for analyzing the information provided by the user.
* Involved in querying sales force tables using **SOQL & SOSL** queries using Force.com Explore.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Created and used **Email** templates in **HTML** and **Visual force**.
* Used the **sandbox** for **testing** and migrated the code to the deployment instance after testing.

**Environment:**Saleforce.com platform, Apex Language, Apex Triggers, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Eliptico It Solutions, India Apr 2012 - Mar 2015**

**Salesforce Admin**

**Project Description:**

This project is mainly focused on the enhancement and support of the application New supporting policies and procedures were developed to support the new business processes.

**Responsibilities:**

* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created several Visual force pages, **Validation Rules**, **Custom** **buttons** and links on custom and standard objects.
* Customized page layouts for Case, Accounts, Contacts, Product etc., for different profiles.
* Good understanding on **Roles**/**Sharing** **rules**/**Record** Types visibility in the application.
* Customized the user interface using Visual force Pages, HTML and JavaScript.
* Created new custom objects, S-controls and apex class to enhance the functionality of custom Object.
* Packaged and Deployed customizations from **Sandbox** to other environments using Eclipse.

**Environment:** Force.com Platform, Sales force Unlimited Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Force.com Web Services API, Workflow & Approvals, Reports, Eclipse IDE, Sandbox, Email Services, HTML, Java Script, JQuery, CSS.

# EDUCATION

**MS** in Information Technology **Campbellsville University, Kentucky** **2016**

**Bachelors of Science in Information Technology** Sardar Patel University, India **2012**