



VIVEK PATIL

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INTEREST

Salesforce Development

Sales cloud

CRM

Unix

Reporting

PERSONALITY

Flexible and Adaptable

Logical/Analytical Thinker

Good Communication skill

Ambitious

LEARNING

SFDC

SF configuration

Apex classes

Apex Trigger

workflow

Process builder

Security Model

Sales cloud

Security and sharing model

Reports and dashboards

LWC

LWC Component

LANGUAGES

English : **Efficient**

Hindi : **Efficient**

Marathi : **Native**

ABOUT ME

To work in a challenging environment with an opportunity to use my expertise in Salesforce Development CRM Domain, to enrich my knowledge as well as to gain experience, which will in turn provide satisfaction and self-development.

EXPERIENCE

FOCUS Delaware | [Deloitte USI](#)

03 2022 – Present

Pune, India

- Projects manages a range of services for children who have experienced abandonment, abuse, adjudication, mental illness, neglect or substance abuse. Worked on Modules like Health Info, Consolidation Screen, User setup customization and creating new logics.
- This was a basically support project in which we worked on tickets daily bases, while working on tickets we worked on apex classes, trigger, test class.
- Worked on existing functionality, CR, New requirement to make it more practical and interactive

MVW (Mariotte Vacation World Wide) | [Deloitte USI](#)

09 2021 – 03 2022

Pune, India

- Worked on Einstein chat Bot, developed bot from the scratch, Understand the E2E flow to work more smoothly, Worked with team members to identify the process gaps and provided resolutions to problems, Collaborated with other teams to understand E2E process. Learn new things in SFDC for Einstein chat bot.
- Worked on custom salesforce development and worked on apex classes, Trigger, Platform event and test class to create a more interactive and responsive chat bot, Working on new changes of the bot and fixing the problem/changes.

Lifescan | [Deloitte USI](#)

06 2021 – 09 2021

Pune, India

- Worked on data management with salesforce on Lifescan project (Admin and development)
- In which I worked on a basic part and starting phase of project (Objects, Fields, Security and Sharing settings, Permission set, Public groups, Reports).

Ignite (Development) | [Vodafone India Services Pvt. Ltd.](#)


12 2019 – 05 2021


Pune, India

- 2.9-3 years in salesforce Ignite project (Admin and development)
- Ignite is sales cloud based project in which we are working on market specific requirements and general common requirements as well.
- Worked on NFR requirements to increase the performance of the already developed functionalities and also worked on SR for all user related problems.

- Hands on experience with Apex Language, Apex Trigger, Apex Class, Asynchronous Apex (Batchable, Queueable, Schedulable etc.)
- Worked on Process Automation (Workflow, Process Builder etc.)


Ignite (Admin) | Vodafone India Services Pvt. Ltd.


 05 2018 – 11 2019

 Pune, India

- 1.8 years experience in salesforce administration, configuration and support of salesforce CRM.
- Experience with Salesforce Customization, Security Access, Creating Profiles, Roles, Users, page Layout.
- Identify relationships and converting to sales force custom objects, lookup relationships, junction objects, master-detail relationships.
- Extensive experience of using declarative features like validation rules, workflows, approval processes, sharing rules automation for satisfying complex business process automation.
- Worked extensively on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards
- Visualforce, Custom Reporting and Visualization.
- Salesforce Security and Sharing Model
- Salesforce Admin, Salesforce fundamentals
- Data modelling and data management

Tibco Admin | Vodafone India Services Pvt. Ltd.

 09 2016 – 04 2018

 Pune, India


- This project is mainly for SPAIN country in European Region where Vodafone provides its telecom services to their customers.
- TIBCO acts as a middleware tool providing integration environment to other applications like CRM, Tuxedo, Billing, SAP etc.
- Automated the daily routine tasks for easy use.
- Analyzing the user requirement/ problem through service request and incident.
- Investigating the issues and providing the solution to user to fix the problem.
- worked on problem investigation (PBI)


CERTIFICATIONS

- Salesforce Platform Developer 1 certification (PD1)

EDUCATION


BE in IT | Sinhgad College of Engineering, Pune

 2013 – 2016

 Pune, India

- Percentage: 72

Diploma in IT | Government Polytechnic Washim

 2010 – 2013

 Washim, India

- Percentage: 78.79

SSC (10th) | M. F. T. Vidyalaya Anturli

 2010

 Jalgaon, India

- Percentage: 86.91

AWARDS

- Pat on the back (Development and delivering excellent and bug free functionalities.)
 - Employee of the month (delivery of generic functionality.)
 - Pat on the back (Handled workflow without an escalation)
 - Rewards and recognition (R and R Award for automating the daily routine tasks.)
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