

**Kinjal Mangukiya**

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**Salesforce Developer/Administrator**

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## **CERTIFICATIONS**

1. Salesforce Certified Platform Developer I
2. Salesforce Certified Advanced Administrator
3. Salesforce Certified Platform App Builder
4. Salesforce Certified Administrator

## **PROFESSIONAL SUMMARY**

- 5+ years as a Certified Salesforce.com Platform Developer along with excellent experience as a Salesforce Admin.
- Broadly involved in Salesforce.com advancement life cycle and application configuration designs.
- Experienced working in Cross functional teams to identify business requirements.
- Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management.
- Customized and configured Salesforce.com using Visualforce pages, Apex Triggers, JavaScript, HTML, SOQL/SOSL, Flows, Process Builders, Workflows Rules, Profiles.
- Expert in advanced APEX/Visualforce development that includes high volume data processing, Canvas applications and metadata API.
- Developed and customized Salesforce applications using Apex, Visualforce, JavaScript, SQL, SOAP/REST Web Services, Lightning with security in mind.
- Expertise in Business Analysis procedures and iterative Software Development Life Cycle (SDLC).
- Experienced in data migration from ACT, Excel, MS outlook using Data Loader, Data Import Wizard and SFDC Data Export.
- Responsible for Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.
- Expert in Lightning app builder and implemented new application on Lightning experience.
- Developed Lightning Component Framework and built Lightning component using aura framework.
- Knowledge in Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce support communities and Chatter groups.

## **PROFESSIONAL EXPERIENCE**

**Roof Commander – Tavares, FL**  
**Salesforce Developer**

**Oct 2021 - Present**

### **Responsibilities:**

- Developed new Lightning Web Component (LWC) on opportunity object to show commission given to the sales staff based on amount of the sold opportunity.
- Added slider on the existing LWC which calculates profit and cost when slider is moved between 0-100% unit ranges.
- Added custom Picklist on User object to tag commission structure for the sales users.

- Created Rollup-Summary field on opportunity object to summarize amount of the products linked with an opportunity.
- Created technical document for modified objects and gave demo of the new functionality to the users.
- Wrote SOQL queries in Developer Console to retrieve and verify calculation shown on the LWC page.
- Fixed missing Sales Price issue with an existing Flow on Opportunity object.
- Deployed code using Change Sets from Sandbox to production.
- Expert in developing Custom Applications, Custom objects, Custom fields, Custom Tabs, Custom components, and Role based page layouts.
- Experience with creating Roles, Profiles, Page Layouts, Record Types, and Assignment rules, Workflow Alerts and Actions, Approval Workflows, Reports, Dashboards, and Outbound messaging.
- Experience migrating the standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities and custom objects in standard experience to lightning experience.
- Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings
- Resolved Apex issue by running debug and analyzing debug logs.
- Worked on Apex classes, Visual force Pages, Controller classes and Apex Triggers for various functional needs in the application.

**Haiti Now (Ayiti Now Corp) – Miami Beach, FL**  
**Salesforce Developer/Administrator**

**April 2021 - Sep 2021**

**Responsibilities:**

- Maintain, customize and optimize Sales Cloud, Service Cloud, and Community Cloud Applications.
- Worked on duplicate rule and matching rules to identify duplicate records and maintain data integrity.
- Developed and managed dashboards and reports for all teams on both management and individual levels
- Imported and exported data using Data loader and SOQL in Developer Console.
- Filtered duplicate data using formula in Microsoft Excel.
- Worked in Community cloud to build deeper relationship with customers to provide better service and assist them through online portal.
- Worked with customers and partner community to provide better solution to the external customer such as order tracking, create a case regarding order or any issue.
- Created Technical Document to provide details regarding components worked by a developer such as Visual Force page, Apex, and Aura Components.
- Worked on Web Service Callouts for creating and updating data.
- Implemented custom and standard territory management for salesforce.com instances.
- Worked with Apex to access data from the custom objects.
- Attended weekly scrum meetings and participate in prioritizing work assignments.

**RA Technologies - Cleveland, OH**  
**Salesforce Developer**

**March 2019 - Feb 2021**

**Responsibilities:**

- Performed the role of Salesforce Developer in the Organization.
- Customized and configured Salesforce.com using Visualforce pages, Apex Triggers, JavaScript, HTML, SOQL/SOSL, Flows, Process Builders, Workflows Rules, Profiles.
- Expert in advanced APEX/Visualforce development that includes high volume data processing, Canvas applications and metadata API.
- Created customized flows and workflows, develop user interfaces with Visual Force.

- Wrote classes and triggers to support complex functionality.
- Used Apex and Visual Force to create unique customer-based solutions.
- Executed design activities such as data mapping, object modeling, page layout design and rule logic definition in context of Salesforce application.
- Participated in creating and customizing Email template and configure them to the email alert within the workflow rule.
- Developed various Visual Force Pages to suit to the needs of application using various Visual force components.
- Responsible for salesforce standard objects (accounts, contacts, leads, opportunities).
- Implemented Custom objects, formula fields and design validation rules page layouts, workflow rules.
- Maintain CRM functionality by implementing SFDC.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming.
- Created profiles, roles and configure permissions according to organizations hierarchy requirement.
- Developed Apex classes, Triggers and linked them to manage the workflows.

**Sysco – Tolleson, AZ**  
**Salesforce Developer**

**Jul 2017 - Feb 2019**

**Responsibilities:**

- Experience in Salesforce Declarative Programming (Develop Code, Custom Objects, Visual Force Pages, Reports, Apex, Workflows and Assignment Rules).
- Designed and developed solutions primarily on the Salesforce Platform using Apex Programming Language and Visual Force.
- Built functionality through the creation of Salesforce triggers, Visualforce pages, and Apex/Lightning controller based on application requirements.
- Designed, and developed new business applications and software that includes interface and integration.
- Responsible for creation and configuration of Lightning communities and use/development of custom Lightning components to extend community pages.
- Responsible for Apex in relation to Standard and custom controllers, batch jobs, triggers, scheduled classes, and test classes, Debugging, error handling, and logging.
- Customized solutions within the Salesforce platform to support critical business functions and meet project objectives, business requirements and goals.
- Provide tier-two support of Salesforce environment, primarily related to customized applications, workflows, and integrations.
- Provide technical expertise when evaluating and designing solutions to ensure all components and subsystems that are impacted are properly addressed during business application build and deployment.
- Perform all development, program changes, and enhancements with adherence to requirements and production acceptance criteria.
- Worked with project managers and stakeholders regarding project status and delivery timeframes.

**T-Mobile - Houston, TX**  
**Salesforce Admin/Developer**

**Feb 2016 - Jun 2017**

**Responsibilities:**

- Built and maintained custom objects/ fields, validation rules, layouts, reports, dashboards, profiles, permission sets, sharing rules, chatter groups, lightning flows, email templates to optimize business processes.
- Participated in developing specifications such as user stories and designs.
- Managed the process of implementing improvements and new functionality in the SFDC application.
- Automate processes using Salesforce automation tools, such as Process Builder, Workflows, Formulas, Flow, Assignment Rules, E-mail Alerts to improve process for our Revenue team.
- Managed daily support and maintained internal Salesforce instance and conduct long-term improvement operations to ensure compatibility with evolving mission requirements.
- Handled all administrative functions including user account maintenance, reports and dashboards, workflows, and other routine tasks.
- Developed unit tests and provided code coverage to accurately test business logic and functionality.
- Managed daily support and maintenance of internal Salesforce instance and conduct long-term improvement operations to ensure compatibility with evolving mission requirements.
- Assisted in training of new users and grow the Salesforce.com skill set across the organization.
- Created and used Email templates in HTML and Visualforce.
- Utilized the sandbox for testing and migrated the code to the deployment instance after testing.
- Conducted admin duties which included working with system administrators and end users to gather business requirements and customize the solution as per the requirements.

#### **Technical Skills:**

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|--------------------------|--|
| <b>Technologies</b>      | Apex Classes, Test Classes, Visual Force, Lightning pages (Pages, Component & Controllers), ETL, S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Workflows, Dashboards, Reports, Sandbox development and Testing |
| <b>Tools</b>             | Eclipse, Apex Explorer, Offline Edition, App Exchange, Data Loader   |
| <b>Languages</b>         | C, C++, Java, PL/SQL, Apex, Ajax, C#   |
| <b>Databases</b>         | MS SQL Server 7.0, Oracle 10g/9i/8i, MS Access   |
| <b>SDLC</b>              | Agile Methodology  |
| <b>Operating Systems</b> | Windows Server 2000 / 2003 / 2008 , Macintosh, Linux, Unix   |

#### **Education:**

- ❖ Associates in Information Technology , University of Phoenix
- ❖ Bachelors in Healthcare, South Gujarat University