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## Objective



* To learn and function effectively in an organization with my hard work to constantly upgrade my knowledge, experience and skills .And pursuing the unending goal of achieving excellence in all walks of life

## Professional Experience

* **Around 8 Years** of overall extensive experience in IT industry in Finance, Banking, Telecom and Healthcare domain, currently working in **APPIRIO (Wipro)** as a **Sr Consultant.**
* Area of expertise are **Salesforce, Vlocity and JAVA,** with hands-on Salesforce **Service cloud, force.com apps custom development,** **REST** Integration, **Lightning and Vlocity** Development**.** Working experience at client location **Australia**.
* Recently had been to **Australia Sydney** at Telstra, worked closely with client to handle project development, release issue, gathering new requirements, production support and plan the release activity along with the development.
* Good hands on experience in Salesforce Customization including APEX classes, Triggers and lightning components.
* Understand the principles and best practices of Salesforce data modelling interface design, code development and testing, and can apply these principles in real-world development environments.
* Participating in relevant technical and verbal communication with the client/Product owner and analysing the requirement received from client.
* Have successfully handled various major projects viz. – Agent Console, Orion (Research on Clinical Data), Digital River (Platform payments), EPA, Offshore mutual funds.
* Migrated multiple Java / .Net based applications to force.com based Application as part of App Modernization.
* Strong analytical and logical thinking along with problem solving attitude.
* Learn and adapt quickly to new roles and responsibilities.

## Technical Skills

* Programming Languages: **SALESFORCE, Salesforce Lightning, Vlocity ,** JAVA,SQL, Spring MVC **and Java Script (exposure on Angular)**
* **Databases:** Oracle**,** MySQL
* Hands On experience on **Salesforce DX** and **CI/CD** process.
* Hands on experience on common integration pattern **REST web services**
* Lightning web component – **LWC**  in current project
* Hands on experience on **Vlocity integration procedure, Omniscript, Dataraptor,Card Layouts, Vlocity actions and Vlocity templates.**
* Knowledge of Vlocity **CPQ**
* Hands on experience on different IDEs & Tools like Mavensmate, Submiletext , Eclipse, SQL Server Data Studio, APEX Data Loader , Visual Studio.
* Repository tools: **GIT**, **Bit bucket**, Apache SVN.
* Build tool – **Jenkin, Bamboo, Ant** Migration tool.
* Strong Collection framework, Data modification/Manipulation via efficient approach – playing with huge data of **JSON,XML**  serialize/deserialize of data as per the solution.

## Achievements

* **Salesforce Certified Platform Developer** **I**.
* **Salesforce Certified Platform App Builder**
* **Salesforce Certified Administrator (ADM)**
* **Salesforce Certified Sales Cloud Consultant**
* **Salesforce Certified Service Cloud Consultant**
* **Salesforce Certified Platform Developer 2**
* Delivered seminar on **MAP-REDUCE Algorithm** used in **GOOGLE Search Engine**.
* Achieved **‘Pat on The Back’** Certificate in the large audience of Wipro.

## Professional Summary

* **Apprio/Wipro Technologies** | Pune | www.wipro.com **Jan 2017 - Current**

Consultant

* **Cybage Software Pvt Ltd |** Pune **|** [www.cybage.com](http://www.cybage.com)  **Dec 2014 – Dec 2016**

Senior Software Engineer

* **Sailfin Technologies Pvt Ltd Oct 2013 – Nov 2014**

Senior Software Engineer

* **Finlogic Technologies Pvt Ltd Nov 2011 – Oct 2013**

Executive Java Developer

## Educational Qualification

* B.E. IT from **Sinhgad Academy Of Engineering , Pune University,2011 pass out with first class**
* HSc. from Jai Bhavani Jr. College in 2007
* SSc. from K.P.B.D High School in 2005



## Professional History

**Roles & Responsibilities:**

* Participating in relevant technical and verbal communication with the client/Product owner and analyzing the requirements received from the client
* Analysis, development, design, support and solving clients queries
* Major participation in the enhancement of the application in relation with the development

teams while ensuring that the applications are and remain in conformity with the defined

standards

* Contributing ideas leading to continual process improvement while mentoring team-members

1)

**Project :** B2C - Agent Console

**Client : Telstra**

**Environment : Salesforce (**Apex, triggers, **REST** API, Vlocity, Service console and lightning**)**

**Role :** Analysis on requirement and Development

**Description: Agent Console** is designed to provide Telstra retail (TSN and TLS) and GCC agents with a tool that provides them with easy to use dashboard-like view of customer information as well as providing some transactional capabilities to allow the agents to carry out tasks without leaving the console view. Customer, Agent would be able to perform different business operations and place an order through different Digital UI Channels such as My Telstra (Web App), Agent Console for activation purposes and through NATAMA for Assurance purposes. Customer, Agent performed business transaction will flow through different platforms such as P2O, Networks etc. For Da Vinci NBN (Voice, Internet, TTV) & Mobile products, both existing & new customers would be able to place business transactions through new My Telstra (Web, App) & Agent Console.

2)

**Project :** ORION (One Research Interface and Online Network)

**Client : PHILIPS**

**Environment : Salesforce (Apex, VF, triggers, Lightning component)**

**Role :** Analysis on requirement and Development

**Description: ORION** is a Force,com application it contains research on clinical data with various institution mapped with the projects and research through institution with various approval steps. Once research done there is Sdoc generation integrated to generate the template at each step of approver approves.

3)

**Project :** Enterprise Process Analytics (aka Smartview)

**Client : GENPACT**

**Environment : Salesforce (Apex, VF ,triggers, Dashboards ,charts and Reports)**

**Role :** Analysis on raw data and Development

**Description:** Implemented force.com based application for a professional services provider. This application gets P2P & O2C data from different source applications and present it in a dashboard and report format.

4)

**Project :** Platform Payments (E-commerce Payments domain)

**Client : Digital River**

**Environment:** Java and Salesforce

**Role :** Requirement Analysis and Development

**Description :** It is E-commerce application, wherein there are 3 modules the one to manage the sites and associate details for client those wanted to host their sites. And other module is the shopper side which is responsible for managing the shopper flow. And third module responsible for managing the dynamic data for the application like dynamic JSPs, email notifications, backend batch jobs etc.

Worked on Credit Card PCI Compliance and migration of existing credit cards millions of data through batch job**.**

5)

**Project :** Offshore MF (Trail, Upfront Process And Other MF terms)

**Environment :** Java/J2EE Spring Framework (MVC),JSP Servlet and JavaScript

**Database:** MySql and Oracle (Procedures, Triggers and Functions).

**Role :** Analysis and Development

**Description :**

Offshore is concept of MF (mutual fund) has various terminology in our organisation. It is mainly divided into two models NJ Non Omnibus and NJ Omnibus. In this AMC, Fund and Scheme level transaction getting placed via companies representative i.e. Partner to NJ. Transactions are Purchase, Switch and Redemption all are processed and verifies under the NJ. Client’s investment amount on particular scheme daily calculated According to daily NAV update .Clients profit is processed according to NAV value and no. Of units allotted to them.

## Personal Summary

**Date of Birth**: 10 Oct1989

**Age:** 29 years

**Gender:** Male

**Marital Status:**  Single

**Languages Known:** English, Hindi, Marathi and familiar with Gujarati and Arabic

**Hobbies**: Playing cricket, Swimming

**Firoz Patel**