**Meet Patel**

**Salesforce Technical Architect**

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**Professional Summary:**

* Certified Salesforce Solution architect with over 7+ years of development experience in Salesforce.com, CRM, web and cloud applications, people management and project management.
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform.
* Expertise in Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers) & Ajax Tool Kit. Developed Apex Classes, Apex Triggers and Apex Controllers to develop custom business logic.
* Customized Visual force pages and modified the code for restricting some countries, which they are not willing to do the business.
* Experience using Salesforce Data Migration using Data load tools: Workbench, Jitterbit Data Loader, Informatica, Apex Data Loader and Salesforce API Data Loader.
* Knowledge of web technologies such as HTML, XML, and JavaScript as well as dealing with data structures to effectively manage massive amounts of data
* Exposure to Custom Report Types, Visualforce Components, Custom Settings, Duplicate Management, Certificate and Key Management, Renewal Forecasting, ROI calculation, Inventory Graphs.
* Exposure to implementation, consultation, development, customization, integration, migration and support services for Confidential, Salesforce1, Force.com, AppExchange apps and projects related to CRM modifications.
* Qualified experience in configuration identification, data management, subversion concepts, java application deployment, release management, deployment automation.
* Created and Debugged Lightning Components, building with Lightning App Builder and Visual force with the new Lightning Design System.
* Used HTTP Callout using JSON to fetch records/data from other system and display them on the fly in the Visualforce Page each time the page opens.
* Extensively worked with making calls to APIs to fetch the data from the backend as JSON response and parse it on the UI for DOM/CSS Manipulation.
* Advanced in SOQL and SOSL queries to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Responsible for Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with both REST API and SOAP API.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Proficiency in SFDC Administrative tasks like creating Users, Roles, Profiles, Permission Sets, Organization wide defaults, Record Types, Page Layouts, Custom Settings, Approval process, Workflows, Validation rules, Reports, Dashboards, Tasks.
* Experienced health cloud limitations like Display limitations, Platform Encryption limitations, Behavior and access limitations and Localization limitations. Experienced Salesforce health cloud data model. Creating roles for care team members. Implemented Data Loader to load data from Marketing Cloud to Service Cloud.
* Helped in developing strategy and roadmaps for email marketing programs to drive acquisition, customer retention, customer growth, and demand generation to achieve quantifiable revenue goals.
* Implemented case management automation (on Case Object) to track and solve customer's issues. Implemented Email-to-Case entry and manual case entry for entering customer's cases in Cases Tab
* Implemented record types, lookup and master detail relationships for custom objects. Developed Apex Triggers, Apex Classes and Test Methods.
* Experience using Salesforce Data Migration using Data load tools: Workbench, Jitterbit Data Loader, Informatica, Apex Data Loader and Salesforce API Data Loader.
* Integration, Developing and deploying custom integration solutions using Force.com Eclipse IDE Plug-in,Force.com Explorer, Data Loader, Force.com Excel Connector, Migration Tool.
* Developed the web front end layer using JSP, JavaScript for the registration application where different users, employees, contractors, and clients can login to their maintenance pages and manage their accounts.

**TECHNICAL SKILLS:**

* **Salesforce Technologies:** Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, Apex Data Loader, SOQL, Lightning, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services & Testing, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects.
* **Eclipse, Force.com Eclipse IDE Plug:** Apex Data Loader, Force.com, Workbench, Force.com Platform.
* **ETL Tools:**  Informatica PowerCenter (Repository Manager, Power Center Designer including - Source Analyzer, Target Designer, Transformation developer, Mapplet Designer, Mapping Designer), Workflow Manager, Workflow Designer and Workflow Monitor
* **Databases:** Oracle, DB2, VSAM, IMS DB, MS SQL Server, T-SQL, MS Access
* **Programming Languages:** Apex, Java, JavaScript, HTML, Bootstrap, jQuery,JSON, XML, BMI, SSIS, ETL, XHTML/DHTML PL/SQL, SQL, COBOL, PL/1, JCL
* **Integration Tools:** Knowledge Tools, Apttus CPQ and CLM, App Exchange Tools, Informatica Cloud, Marketo.
* **Methodologies:** ER Modeling, Multi-Dimensional Modeling, Ralph Kimball, Data Warehouse Life Cycle.

# CERTIFICATION:

# 1) Flosum Certified Professional

# 2) Flosum Certified Expert

3) Salesforce Certified Administrator

4) Salesforce Certified Platform App Builder

5) Salesforce Certified Platform Developer I

**Trailhead Link**

<https://trailblazer.me/id/mpatel498>

**WORK EXPERIENCE:**

**Salesforce Technical Architect**

**Delta Airline –Atlanta Georgia**

# April 2020 – Present

# Responsibilities:

* Assisted as salesfoce.com and analyze customer requirements to determine an appropriate solution design considering capabilities and limitations.
* Worked as Admin to identifying, planning and implementing new salesforce.com features and functions (New screens, workflow , force.com objects, and reports, apex code ) to meet business requirements.
* Architectured Margin Scenario functionality used to determine Gross Margins and Gros Margin % for each of the Deals related to hiring of a Candidate for the LOCUMS Division. This required use of Custom functionalities (use of VFP, Apex Classes, Custom Buttons)
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Completed a number of functional improvements for the client's Marketo/SalesForce-based solution. This involved developing UAT test cases, validating functional design, creating BRD, and approving GOTO production.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Salesforce Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Developed Lightning components along with server - side controllers and used AJAX calls to retrieve the data from an object.
* Experienced in working with Spring MVC based applications using Rest based web services to handle JSON data formats. Created and implemented RESTFUL Web Services to give an interface to multiple third-party applications using a variety of data formats (JSON, XML).
* Monitored functional and integration test execution on Salesforce CRM, Veeva CRM - Offline iPad application based on the Salesforce.com, and interfaces interacting with Salesforce.
* In conjunction with the IT department developed processes to identify, coordinate, test and implement changes to the Microsoft Dynamics CRM implementation. Trained end users on Microsoft Dynamics CRM.
* Proficient with Sales Cloud, Service Cloud, web service, Rest - API, Soap-API, Force.com App-exchange packages and Salesforce Metadata-API, Partner WSDL &Salesforce Enterprise WSDL.
* Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Designed and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, VisualForce Pages to suit to the needs of the application.
* Coordinated with IT development teams to build user stories, business requirements, and monitor data quality for data feed processes and Working with Marketing managers and converting their strategy into implementations using Marketing cloud Exact Target.
* Built marketing camping reports in Salesforce and utilize it as a main source of data to integrate with marketing cloud.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like VisualForce, Force.com IDE.
* Using Outbound Messaging, SOAP API was implemented to interface with the legacy system. Designed and Build RESTful web services using Jersey API. These web services facilitates third party applications to communicate.
* Created journeys and also implemented marketing campaigns using marketing cloud tools like Journey Builder, Email Studio and Automation Studio.
* Developed Apex classes and Apex triggers for various functional needs of the organization and managed the version of code through GITHUB.
* Involved in API management implementing the Metadata API’s by managing the change and deploying the changes to production through Sandboxes. Developed a web-to-lead functionality to Companies website which directs leads to Salesforce CRM.
* Created Various Validation Rules Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* Experience in integration of salesforce using Apex, Visualforce, REST API, Lightning UI and Governor limits and also integrating salesforce with the third party applications like Java, Jenkins and Oracle.

# Senior Salesforce Developer

# Sutter Health-Palo Alto, California

**Jan 2018 - Mar2020**

# Responsibilities:

* Worked closely with inside, outside sales teams and perform detailed analysis and technical requirements and to design the solution by customizing various standard objects of SFDC.
* Used Organization security, Network security to ensure user could login only through office servers and Session security to ensure users have access only in their working hours.
* Mapped personal and professional caregiver networks with salesforce health cloud. Used health cloud to integrate data from EHRs, wearables and more.
* Design and Developed the Architecture for the Web based HR modules for the current client-server applications.
* Designed SQL Server 2000 Database ER Diagrams and Architecture.
* In-depth understanding of Salesforce.com’s Sales Cloud, Service Cloud and Force.com product offerings and Health Cloud experience.
* Apttus Advanced Workflow Approvals, assignments, permission sets, validation rules and triggers, roles sharing rules. Gap analysis was done on the Vlocity Insurance Cloud capability to fill in any process gaps between the capabilities of the present and the capabilities of the future. Developed a mobile application using the Salesforce1 Platform by enabling Lightning Components to transform Lightning Applications into mobile and software analysis and also well-versed in managing related Orgs and moving Vlocity components via Data Packs.
* Practical knowledge of the Salesforce community, the vlocityCmt package, including Omniscript, the integration process, vlocity Template, and vlocity Cards, among other things and also involved in the creation of apex classes, lightning components, triggers, and vlocity omniscript depending on the specifications.
* Worked on creating numerous Lightning applications, events, and components. Created Lightning Components, added CSS and Design Parameters which improves performance. Worked on to prioritize tasks across all their patients’ needs with health cloud.
* Used Jackson library to parse JSON response from Rest web service to java objects and bind to Angular JS model.
* Presented C2C and B2B solutions. To handle JSON answers, JQuery implements JSON parsers and get JSON methods. For inputting client cases in the Cases Tab, email-to-case, web-to-case entry, and manual case entry have been implemented.
* Uploaded new data to SalesForce.com using CRM Fusion while ensuring data integrity and compliance with best practices. Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Aware of the integration architecture between Siebel, SFDC Input Accel and various other applications which connected to CRM systems.
* Troubleshot Autopsy’s jobs which dump/extract data to/from CRM Systems and troubleshot if necessary by analyzing Power center workflows.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API. Salesforce.com - sales, service and community including salesforce1 (mobile)
* Integrated the SOAP/REST API based Web Services and Informatica on Demand for extracting the data from external systems.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules on the objects and tabs, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Used ETL cloud for integrating with third party applications by SaaS.Developed dynamic visual force pages using Java script and Ajax toolkit.
* Designed and managed strategic digital applications via Salesforce Marketing cloud and involved in migrating data into Salesforce application using apex data loader through CSV files.
* Worked on Agile methodologies where requirements, design, testing, deployments needs to be done as early as possible.

# Salesforce Developer

# Molina HealthCare, Long Beach CA

**Nov 2016 – Dec 2017**

# Responsibilities:

* Worked in three different production instances within the organization, involved in various configuration and setup activities and in production support.
* Worked on salesforce CRM changes required to support the designed architectural data model and business processes in Marketing Cloud.
* Provided architectural guidance on data loads, data retention as well as for integrations with Marketing Cloud as well as Sales Cloud and other environments.
* Created journeys and also implemented marketing campaigns using marketing cloud tools like Journey Builder, Email Studio and Automation Studio.
* Performed complex AJAX requests to re-render and toggle the components of visual force page.
* Implemented functionalities on Salesforce health cloud for User management, Bulk data creation, Campaign setup, update and audits.
* Creating Complex, Reusable Components in Vlocity.Use best practises to enhance and optimise the overall runtime of Omniscripts, DataRaptors, and Vlocity Integration Procedures
* Proficient with Sales Cloud, Service Cloud, web service, Rest - API, Soap-API, Force.com App-exchange packages and Salesforce Metadata-API, Partner WSDL &Salesforce Enterprise WSDL.
* Experience in working with Eclipse Ability to write SOQL, SOSL queries across multiple objects within the SFDC database in health cloud.
* Practical Salesforce Health cloud experience using REST, bulk, and SOAP Web Services API.Designed and Developed user interfaces using HTML, CSS, JavaScript, JQuery and AJAX.
* Performed ETL into Oracle Data Warehouse using Informatica Mappings including transformations Aggregator, Joiner, Lookup (Connected & unconnected), Filter, Update Strategy, Stored Procedure, Router, Expression, SQL and Sorter.
* Built package.xml and deployed components to sandbox and production instances using Force.com migration tool, Workbench and Change Sets.
* Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.

# Salesforce Administrator

# SDS - Cincinnati, Ohio

# Sept 2014-Oct 2016

# Responsibilities:

* Involved in all the phases of SDLC including Requirements collection, Design and Analysis of the customer specifications, Development and Customization of the application.
* Used JUnit to write repeatable tests (regression testing), mainly for unit testing. Used PL/SQL extensively to generate stored procedures and functions to use with Java.
* Involved in implemented all components of the application including database tables, middleware designing, client-side web programming and server-side java programming. Involved in Coding, Unit Testing and implementation.
* Implemented Form classes, Action classes, JSP’s for the entire Safe & Reporting modules using Struts framework and JDBC to retrieve data from backend Oracle database.
* Developed, coded, tested, debugged, and deployed JSPs and Servlets for the input and output forms on the web browsers. Co-coordinating with onsite people and interacted in client sessions.

**Education**

Bachelor's in Information technology from Sardar Patel Technological University