

**Ravindra Savaliya**

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**Visa Type –** Green Card

**Summary**:

* A Certified Sr. Salesforce.com consultant with **7+** years of experience on **Salesforce/Force.com** **and Salesforce Lightning** technology stack.
* Good understanding of **Software Development Life Cycle** (SDLC) and Agile with Expertise in requirement gathering, Analysis, Designing, Development and Testing.
* Involved in Analyzed, planned and implemented various aspects of business requirement.
* In-depth understanding of **SFDC CRM business processes**.
* Experience with **SKUID UI** tools for Salesforce.com.
* Experience with **Field Service Lightning**.
* Worked on **Aura and Lightning web components** as per the requirement.
* Experience with **CPQ and Quote to Cash**
* Strong knowledge of Sales, Marketing, Service and Support Automation.
* Developed **Apex classes, Controller classes, Apex Triggers and Visualforce Page**s on Force.com platform to customize application according to the functional needs.
* Proficient with **AppExchange** and commonly used Salesforce Apps
* Expertise in **Apex** to implement the complex business logic within Governor Limits.
* Good experience on **SOQL, SOSL, Custom settings, Schedule Apex, Batch Apex**.
* Developed **Lightning web component** through Visual Studio Code.
* Have extensive experience in implementation of **Custom Objects, Custom Tabs, Workflow Rules, and Role based Page Layouts and Record Types, Approvals, Assignment Rules.**
* Have knowledge in implementing various advanced fields like **Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules, Workflows, and Approval Processes** for automated alerts, field updates & Email generation according to application requirements.
* Experience working on **Salesforce DX**
* Experienced in **data migration** from Legacy Systems using various data migration tools.
* Having a good knowledge on **Web to leads, Email to case, and Web to case, Assignment Rules, AppExchange**.
* Ability in Creating **Profiles, Roles, Users, Tasks and Actions, Dashboards, Reports, and Validation Rules.**
* Extensive Experience in **Salesforce Integration** within house **legacy systems using Web services API** like **Rest, Bulk and SOAP** and third-party tools like **Cast Iron** and **Informatics-on-Demand**.
* Experience in Salesforce Integration within house legacy systems using Web services API like Rest and SOAP.
* Experience working with **Deployment Tools like Force.com IDE**, **Change Sets**, **and ANT based Migration Tools** and **Salesforce.com Sandbox** environments.
* Excellent Work ethics, Self-motivated, Quick learner and Team oriented. Continually provided value added services to the clients through thoughtful experience and Excellent Communication Skills.

**Education**

Master’s in Business Administration, University of Findlay, OH **Aug 2015 – Aug 2017**

**Certifications**

1. **Salesforce Certified Administrator**
2. **Salesforce Certified Platform Developer 1**
3. **Salesforce Certified Sales Cloud Consultant**
4. **Salesforce Certified Community Cloud Consultant**
5. **Salesforce Certified Einstein Analytics and Discovery Consultant**
6. **Salesforce Certified Sharing and Visibility Designer**

**Technical Skills:**

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| --- | --- |
| **Salesforce** | Salesforce CRM, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Batch Apex, Apex Email Service, Web Services, SOQL, SOSL, AJAX Toolkit for S-Control, Workflow & Approvals, Reports, Dashboards and Custom Objects. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, SKUID, Change Sets, Import Wizard, Data Loader, Force.com Excel Connector, Clouding, Mavens Mate, Developer Console, ANT Migration Tool, App Exchange  |
| **Integrating Tool** | Apex Data Loader, Information Power center, CRM Fusion Dupe blocker, CRM Fusion People import, APTTUS CPQ |
| **Programming** | Apex, Python, Java |
| **Web Technologies** |  Java Script, WSDL, SOAP API, REST API |
| **Database** | Oracle 8i/9i/10g, SQL Server 2005/2008, MySQL |
| **Operating systems** | MS Windows 98/2000/XP/Vista/7, Microsoft Windows Server 2008 R2, Linux Ubuntu 11.10, Mac |
| **Other tools** | MS Vision, MS Project  |

**Professional Experience:**

**Client :** Booz Allen Hamilton – Orange, CA.

**Duration :** April 2020 – Present

**Role :** Salesforce Developer

* Working on Gathering the requirement from Tech Leads and prepare a design document.
* Using Salesforce Lightning framework.
* Working on Aura Component and Lightning web component
* Pushing and committing code to GitHub using VS code.

**Client :** Capgemini – Cleveland, OH.

**Duration :** Sep 2019 – Dec 2019

**Role :** Salesforce Developer

* Developing visualforce pages, complex apex classes and triggers based on business requirements.
* Worked with standard salesforce.com objects like Accounts, Contacts, Leads, Opportunities, and Campaigns etc.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Used Collections to make sure that the Governor limits are followed causing no interruption in Execution.
* Experience working with Standard Sales Analytics application and Service Analytics Application in Einstein Analytics (Wave Analytics)
* Created Custom Controllers to make external web service callouts, validate and insert data.
* Created Custom Visualforce components and attributes to override the look and feel of standard Visualforce components.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Worked with Onshore and Offshore team to resolve the deployment errors and Code reviews.
* Gathering business requirements, designing appropriate solutions, implementing solutions in Force.com platform, enhancing Sales processes in highly dynamic agile environment.
* Expertise in Salesforce Lightning.
* Implemented custom and standard territory management for salesforce.com instances.
* Implemented Targeting Tool for sales team.
* Worked on Web Service Callouts for creating and updating data.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL and SOSL.
* Implemented visualforce pages with custom controller, standard controller, controller extension and standard set controller.

**Environment:**  Apex, VisualForce Pages, Custom settings, REST API, Components and Controllers, Data Loader, Force.com IDE, Sublime text.

**Client :** Wells Fargo – Chandler, AZ.

**Duration :** Feb 2019 – Aug 2019

**Role :** Salesforce Developer

* Deploying Components through Eclipse/ VS Code/ GitHub
* Working on Gathering the requirement from Leads and suggest Possible solutions.
* Used Salesforce.com platform, Force.com IDE for development for Visualforce Pages, Apex classes, Triggers and creating Objects.
* Migrated from Aura to Lightning Web component to increase the performance.
* Written Apex Classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Experience developing Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Worked with Salesforce Sales Analytics and Service Analytics standard applications in Einstein Analytics.
* Experienced in Field Service Lightning.
* Experienced in migrating Salesforce classic features to Lightning experience, including converting Visualforce pages to lightning components.
* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Worked with offshore team to develop, deployment works smoothly, doesn’t brake existing functionality.
* Knowledge of Product Development Lifecycle and DevOps Tools like Metadata API, GIT, Ant, JIRA etc.
* A thorough understanding of Salesforce Deployment Process and tools like SFDX, ANT and Force.com IDE.
* Worked collaboratively in Agile Environment.
* Effectively debugged and resolved technical issues and/or defects.

**Client :** Service Titan – Los Angeles, CA.

**Duration :** June 2018 – Jan 2019

**Role :** Salesforce Developer

**Responsibilities:**

* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Working with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Developing a comprehensive CRM strategy, defining Salesforce as the standard tool in both Sales Cloud and Service Cloud.
* Working on various App Exchange like - DocuSign, Rollup Helper, Jitterbit, CloudCraze, Conga Composer.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Managed work order for Field Service.
* Implemented Field Service Lightning to help technicians, dispatchers, and agents, and add details about their skills, location, and availability.
* Good experience in Integrating Salesforce.com with other internal/external applications using SOAP and REST based web services.
* Developed Lightning Web Component.
* Developed Lightning component as per the requirements.
* Integrated Various Application with Salesforce. (Aha!, Dial Pad)
* Used Salesforce.com platform, Force.com IDE for development for Visualforce Pages, Apex classes, Triggers and creating Objects.
* Collaborates with internal stakeholders and team members to build solutions in Salesforce Einstein and Salesforce Reporting that support business requirements
* Written Apex Classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Developed Reports and Dashboards, validation rules, formula fields for the application.
* Strong experience in implementing MVC with Salesforce.com.
* Integrated Force.com with Salesforce 1 and Mobile Apps.
* Worked with Visualforce Controllers (Standard, Standard List, Custom, and Extension).
* Developed Workflow rules, Field, Email updates to implement the business logic for Standard and Custom Objects as per the business needs.
* Prepared data mapping document to map source and target system fields.
* Used Data loader to bulk load data into Salesforce.com.
* Configured/Created Profiles, Roles, and Permission Sets for the organization and setting up Field level, Object-level security rules for the application.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments.

**Environment:** Saleforce.com Platform, Data Loader, Salesforce Einstein, Workbench, Ant Migration Tool, SQL Server, Eclipse, Sublime, IDE, Excel

**Client :** John Hancock – Boston, MA.

**Duration :** Feb 2018 – May 2018

**Role :** Salesforce Administrator/ Developer

**Responsibilities:**

* Worked on visualforce pages, complex apex classes and triggers based on business requirements.
* Worked on Salesforce applications using SKUID.
* Worked on Different App Exchange Product.
* Written apex REST web service classes for inbound calls to salesforce.
* Worked closely with offshore team to bring the organization code coverage to 95%.
* Worked closely with integration team to provide support to set up real time integration.
* Developed batch classes to archive data, update and create records on daily bases.
* Worked on process builder to satisfy business requirement.
* Helped business develop sound business stories for each sprint and helped prioritizing them.
* Gathering business requirements, designing appropriate solutions, implementing solutions in Force.com platform, enhancing Sales processes in highly dynamic agile environment.
* Coordinated with Offshore team on daily basis to provide update to business and Management.

**Environment**: Data Loader, Rally, SKUID, Force.com IDE, Sublime Text, Developer Console, Change Set, AutoRABIT.

**Client :** Cardinal Health – Columbus, OH.

**Duration :** Aug 2017 – Jan 2018

**Role :** Salesforce Administrator/ Developer

**Responsibilities:**

* Developed visualforce pages, complex apex classes and triggers based on business requirements.
* Gathering business requirements, designing appropriate solutions, implementing solutions in Force.com platform, enhancing Sales processes in highly dynamic agile environment.
* Worked on Sales Cloud Lightning UI.
* Implemented custom and standard territory management for salesforce.com instances.
* Implemented Targeting Tool for sales team.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL and SOSL.
* Implemented visualforce pages with custom controller, standard controller, controller extension and standard set controller.
* Developed apex REST web services classes for external applications accessing salesforce.com data with restricted access.
* Created Custom Controllers to make external web service callouts, validate and insert data.
* Implemented Lead Nurturing for marketing team.
* Implemented Approval Processes to ensure proper authorization in the high-stakes environment of capital management.
* Involved in data mapping and data Migration from Oracle database to SalesForce.com and Migrated leads, accounts and contacts to the Sales Cloud with help Jitter bit.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Used Field-level Security, Profiles and Audit Trail Setup to ensure that protected data is only shared with authorized persons as per Federal regulations.
* Implemented DocuSign App Exchange Application.
* Deployed and Configured Chatter Usage Dashboards to keep track and generate reports and dashboards for high ranked users inside organization.

**Environment:**  Apex, HTML, CSS, JavaScript, JQuery, VisualForce Pages, Custom settings, REST API, XML, Task Ray Management Tool, Conga, Data Loader, Service Now Tool, Force.com IDE, Sublime text.

**Client :** New York Life Insurance – New York City, NY.

**Duration :** Nov 2015 - July 2016

**Role :** Salesforce Developer

**Responsibilities:**

* Developed a comprehensive CRM strategy, defining Salesforce as the standard tool in both Sales Cloud and Service Cloud.
* Used Salesforce.com platform, Force.com IDE for development for Visualforce Pages, Apex classes, Triggers and creating Objects.
* Written Apex Classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Developed Reports and Dashboards, validation rules, formula fields for the application.
* Strong experience in implementing MVC with Salesforce.com.
* Provided possible solutions related to Partner portal to enhance the existing functionality. Implemented Single Sign-On (SSO) in multiple Salesforce instances.
* Developed UI using CSS, HTML tags, and used JavaScript for front-end validation.
* Worked on Market to automate and measure demand generation campaigns that generate more high-quality sales leads.
* Integrated Force.com with Salesforce 1 and Mobile Apps.
* Use various Visualforce components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link, Command Button etc.
* Worked with Visualforce Controllers (Standard, Standard List, Custom, and Extension).
* Implemented Web-to-Lead and converted Lead to Account.
* Developed Workflow rules, Field, Email updates to implement the business logic for Standard and Custom Objects as per the business needs.
* Prepared data mapping document to map source and target system fields.
* Used Data loader to bulk load data into Salesforce.com.
* Configured/Created Profiles, Roles, and Permission Sets for the organization and setting up Field level, Object-level security rules for the application.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments.

**Environment:** Saleforce.com Platform, Data Loader, Workbench, Ant Migration Tool, SQL Server, Eclipse IDE, Excel

**Client :** Rushabh & Co. – Mumbai, India.

**Duration :** Jan 2012 - June 2015

**Role :** Salesforce Administrator / Developer

**Responsibilities:**

* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Implemented pick lists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Gathering business requirements, designing appropriate solutions, implementing solutions in Force.com platform, enhancing Sales processes in highly dynamic agile environment.
* Implemented custom and standard territory management for salesforce.com instances.
* Implemented Targeting Tool for sales team.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL and SOSL.
* Implemented visualforce pages with custom controller, standard controller, controller extension and standard set controller.
* Developed apex REST web services classes for external applications accessing salesforce.com data with restricted access.
* Experienced working on different programming languages like Python, Java.
* Created Custom Controllers to make external web service callouts, validate and insert data.
* Implemented Lead Nurturing for marketing team.
* Implemented Approval Processes to ensure proper authorization in the high-stakes environment of capital management.
* Involved in data mapping and data Migration from Oracle database to SalesForce.com and Migrated leads, accounts and contacts to the Sales Cloud with help Jitter bit.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Used Field-level Security, Profiles and Audit Trail Setup to ensure that protected data is only shared with authorized persons as per Federal regulations.
* Implemented DocuSign App Exchange Application.
* Deployed and Configured Chatter Usage Dashboards to keep track and generate reports and dashboards for high ranked users inside organization.

**Environment:**  Apex, VisualForce Pages, Custom settings, REST API, Data Loader, Force.com IDE, Sublime text.