

## Nikita Gohil

+91 7030755569 | [gohilnikita1996@gmail.com](mailto:gohilnikita1996@gmail.com)

### Career Objective:

Aspiring to work with a growing organization that offers a challenging environment, in the field of Information Technology where I can make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience

### Skills

- Apex Triggers and Trigger Framework
- Apex Synchronous and Asynchronous Jobs
- Salesforce configurations like Workflow, Process Builder, Flow manager, Approval Process
- Basics of Lightning Components
- Salesforce CI/CD process using tools like GitHub and Click Deploy
- SOQL
- Salesforce Custom Setting and Custom Metadata
- Service Max Development

### Tools

- Visual Studio Code
- Service Max for Salesforce
- Nintex Docgen for Salesforce
- Click Deploy
- Work Bench
- GitHub
- MS Office

### Organization Skills

- Effective Communication
- Strong Team Player
- Spotting Process Inefficiencies
- Problem Solving
- Multitasking
- Implementing strategy

### Certifications

- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Service Cloud
- Servicemax Certified Administrator
- Salesforce Certified Platform Developer

### Professional Experience

Accenture	Application Development Senior Analyst	Feb 2019 – Present
-----------	----------------------------------------	--------------------

### Project – GE Health Care

**Description:** Service Max is the leading provider of Field Service Management Software for equipment manufacturers and service providers. In addition, Service Max provides service execution solutions for operators in asset-intensive industries.

#### Roles and Responsibilities:

- Active participation in project in various stages of the product life cycle such as User Story development, Defect fixing (QA,UAT, Itest and Prod), change requests from client.
- Majorly responsible to attend the grooming sessions for new development requirements and assign the tasks and roles to team mates accordingly.

- Coordinate with the client and other team members (onshore/offshore) for resolution of queries and concerns relating to implementation or design
- Developed different functionalities in **Salesforce CRM** for **installation** and **maintenance** for health care equipment.
- Optimized triggers by implementing trigger framework for smooth processing of data.
- Worked in different point and click configurations like workflow, process builder, approval process, flow manager, validation rules, page layouts etc.
- Provide fixes for defects that were identified and raised in various Unit testing, UAT environments, Itest and Prod(Incident fixes).
- Give functional and technical KTs to the new joiners and helping to integrate them into the project.
- Build different functionalities using Service Max installed package which included **Service Flow Manager, Service Flow Transactions, Service Flow Wizards.**
- Optimized the process and successfully delivered go-live for the new regions.

Academic Achievements		
Degree	Year	Institute, University/ Board
B.E	2018	Modern Education Society's College of Engineering
H.S.C	2014	Mooljee Jetha College, Jalgaon
S.S.C.	2012	Raosaheb Rupchand Varishtha Mahavidyalaya, Jalgaon

Strengths		
• Team Player	• Quick Learner	• Self-Motivated
• Hard Worker	• Ability to Handle Pressure	• Adaptable