**HEMANG PATEL**

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**PROFESSIONAL SUMMARY**

* Overall 8+ Years of professional experience in design, development and deployment in different phases of IT projects.
* **3x Certified** Salesforce Professional with **over** **6 years** of experience on **Salesforce Platform** within-depth understanding of **CRM** Business processes and Technical development. Strong working Experience in Design, Development, Testing and Deployment including analysis and implementation on various business domains.
* Involved in various stages of Software Development Life Cycle **(SDLC)** including analysis, requirement gathering, design and development, maintenance, Testing and deployment of standalone, multi-tier, web-based and portals-based object-oriented **Enterprise applications.**
* Experience working on different Instances of Salesforce as well as fast paced **Agile Environment** and involved in Daily Scrum, Spring Grooming and planning sessions.
* Experience in working across various **SFDC** implementations covering **Sales Cloud, Service Cloud** & **App-exchange** applications.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Experience in Salesforce Securities ‐ Roles, Profiles, Permission Sets, Sharing rules, User Management.
* Good experience in developing Salesforce **Lightning Apps, Lightning Components, Controllers and Events**.
* Developed Apex Test classes and maintain sufficient organizational code coverage.
* Deployed applications from developer sandbox to other sandboxes and as well as Production using Change Sets and COPADO change management tool.
* Hands on experience in writing **SOQL** and **SOSL** using Force.com explorer, Developer console and Force workbench as well as in web technologies like **HTML, CSS, Java script** and **XML**.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Experience working on different Instances of Salesforce.
* Mentored and coached the team in development activities; planned and integrated the work of multiple teams on a project; provided input on team performance and reward.
* Excellent analytical, communication skills; accustomed to working in both large and small team environments.
* A desire to work within a fast-paced, collaborative, and team-based project environment.

**TECHNICAL SKILLS**

* **Salesforce Technologies:** Salesforce API, REST/SOAP, HTML, XML, CSS, Apex Classes/Controllers, Apex

Triggers, SOQL, SOSL, Visual Force Pages & Components, LWC, Apex Web Services, Lightning Page, Workflow & Approvals, Analytic Snapshots, Case management Automation, Report and Dashboards, Flow & Process Builders, Custom Objects.

* **Salesforce Tools:** Force.com eclipse IDE Plug-in, Copado, Apex Data Loader, Force.com Workbench, Force.com Platform (Sandbox and Production), Force.com Import Wizard
* **Tools:**  JIRA, qTest, Jenkins, ETL, GitLab, Visual Studio

**CERTIFICATIONS**

* Salesforce Certified **Administrator**
* Salesforce Certified **Platform App Builder**
* Salesforce Certified **Platform Developer I**

**EDUCATION**

* **Masters in Computer Science -** California State University, Fullerton (CA, USA) (Year 2014 - 2016)
* **Bachelors in Mechanical Engineering** - Gujarat University (INDIA) (Year 2006 - 2010)

**PROFESSIONAL EXPERIENCE**

**USAA – San Antonio, TX (May 2019 – Present)**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Developed various **Bank/Real Estate Audit** Forms on Salesforce, reporting tools using **Visualforce** and **LWC**, Recreated **MS InfoPath** Forms as Salesforce applications.
* Responsible for the detailed design of technical solutions, Proof-of-Concepts (**POC**), Prototyping and documentation of technical design throughout the **Agile** and **SDLC** processes.
* Developed Salesforce CRM database solutions, Test and deploy using effective tools like **Change sets** and **Copado** for Bank business processes.
* Customized User Roles, through permission sets, public groups and Sharing settings to ensure that the protected data is available only to the authorized users
* Developed **Apex, Controller** and **Test classes**, developed and Automated **Batch Apex classes**, used **SOQL, SOSL** to select the data from salesforce.com platform database.
* Worked closely with internal stakeholders to ensure that Salesforce functionality aligns with business requirements and taking a proactive approach in continuous improvement of developed Salesforce tools.
* Configured Salesforce.com to meet business requirements with better UI includes **Lightning pages, Flows, Custom Objects & fields, page layouts, Workflows, approval Processes, Profiles and Permissions and Validation rules**.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using **Data Loader**, **Workbench,** and **Import wizard.**
* Performs day to day administrative tasks and addressing production support issues (unlocking / re-setting passwords, modifying data, and creating ad hoc reports)
* Provision user access to orgs within salesforce.com and managing users access to **Reports & Dashboards**.
* Designed with **Custom Formula Fields, Field Dependencies, Email Templates, Workflows and Approval Processes for automated alerts, field updates and Email triggers.**
* **Troubleshooting** users access issues for Apps, objects, custom objects, fields (FLS), record types, Visualforce pages.
* Experience in using **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com Objects using comma separated values (CSV) files which helps us to perform CRUD operation.

**Fiat Chrysler Automobiles (FCA) – Troy, MI (Feb 2017 – April 2019)**

**Salesforce Developer / Admin**

**Responsibilities:**

* Involved in Design, development, planning, testing and integration of Salesforce Cloud services.
* **Troubleshooting** users access issues for Apps, objects, custom objects, fields (FLS), record types, Visualforce pages.
* Build custom report types to meet user needs, create permission sets and Modify page layouts.
* Deployed code using **Change set** to the next environments also used back promotion feature.
* Assign users to **Permission Sets, Public groups, Queues, Profiles** and **Roles** depending on business needs.
* Developed Lightning Component Framework and built Lightning component using aura framework and built reusable UI/UX components with **Lightning component framework**.
* Worked on Salesforce **Process Builder, Lightning UI/UX, App builder and creating Visual Workflows, Salesforce Support,** communities, and Chatter groups.
* Developed various Apex triggers, custom buttons and links, VF pages, components, controllers, and other customizations as per business requirements.
* Involved in Unit testing and interacted with QA team for **Bug fixes** and performed **End to End testing** on the application.

**Fifth Third Bank – Cincinnati, OH (Aug 2016 – Jan 2017)**

**Salesforce Admin/ Developer**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented **Agile Methodologies** in developing SDLC.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows & Approval Process.
* Used Data Loader and Import Wizard for **Data Export**, Updates and Backup for the organization.
* Working with Administration activities like Users, Profiles, Permission Set Role, Org wide Default (OWD) settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts & Custom Coaching Plans.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects, created **Reports and Dashboards**.
* Created Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Worked with **SOQL**, **SOSL queries** with **Governor Limits** to store and download the data from Salesforce.com platform database.
* Experienced in setting up Environment by enabling My Domain, Decompose the App in Components and build the **Lightning App**.
* Worked on writing Apex Triggers Apex Classes, Batch Apex, Scheduled Apex and used GIT version control system to solve problems associated with a linear workflow with branching and merging.
* Performed Unit, Integration, Regression and User Acceptance Testing.

**Harmis Technology Ltd. (Ahmedabad, India) (April 2013 – June 2014)**

**Business Analyst**

**Responsibilities:**

* Analyzed and collected business requirements, identified system interfaces and created the requirements specification document.
* Performed Requirement **Analysis to Develop Use Cases**, Activity Diagrams and State Diagrams.
* Managed and tracked change control process of requirements. Documented the changes, issues and their impact on the system design and delivery.
* Designed and analyzed **Business Process Model**, **Use Case model** and **test procedures**.
* Performed requirement analysis by gathering both functional and non-functional requirements based on interactions with the process owners, stakeholders and document analysis, represented them in requirements traceability matrix (RTM).

**ELECON Engineering Co. Ltd. (Anand - Gujarat, India) (Jan 2011 – Feb 2013)**

**Design Engineer**

**Responsibilities:**

* Worked as a Mechanical design Engineer, Design Development and drafting for Coal Handling Equipments.