**Name: Rupal **

**Ph No: 972-646-3635**

**Email:** **rsales2707@gmail.com**

**Visa: Citizen**

**Professional Summary**

* Around 8 years of experience as an IT professional Good understanding of Software Development Life Cycle (SDLC) and Agile with Expertise in requirement gathering, Analysis, Designing, Development and Testing.
* Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
* Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins.
* In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Worked with Pardot Functionality, PardotA/B Testing, Auto responder emails and Pardot Email Rendering.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Good insight in to the Health and Financial Domain.
* Developed and recommended CRM roadmap for customers in the Financial Domain
* Experience working in Agile methodology, Scrum methodology, Waterfall model and Test-driven development.
* Good Understanding of Health cloud, Commerce Cloud, Field Service Lightning and Marketing cloud.
* Extensive exposure to Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing (UAT).
* Created customized UI as per the client and application requirements using Visual force.
* Expertise in creating different email templates and inbound emails using Visual force for the clients and customers.
* Competent in analyzing and creating narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like MS Visio.
* Expertise in Business Analysis methodologies and iterative Software Development Life Cycle(SDLC) in relation with all the phases of Rational Unified Process(RUP).
* Experience in Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.
* Working with different aspects of Web Services (XML, WSDL, SOAP, and REST).
* Implemented Security and Sharing rules at Object Field and Record levels for different users in the organization.
* Worked on Heroku connect to build apps.
* Exposure to Apptus and Steel Brick developed POC’s in Apptus CPQ and steel Brick CPQ.
* Experience with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Excellent communication and inter- personal skills, accustomed to work in both large and small team environments. A team player with strong ethic, a positive attitude and ability to make the best use of individual resources.
* Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
* Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Expertise in Lightning app builder (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Developed Lightning Component Framework and also built Lightning component using aura framework.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Strong experience with source control tools Git, Bit bucket, Source tree, built salesforce code from the repository.
* Knowledge to work on Salesforce Wave Analytics   product.
* Experienced in Object Oriented Analysis and Design and Object-Oriented Programming and Design Patterns under MVC (Model View Controller) Architecture.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

**Technical Skills:**

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| --- | --- |
| **CRM TOOLS** | Salesforce.com |
| **SALESFORCE TECHNOLOGIES** | Apex Classes, Test Classes, SOQL, SOSL, Visual Force, Lightning pages (Pages, Component & Controllers), ETL, S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Work Flows, Dashboards, Reports, Sandbox development and Testing |
| **SALESFORCE API TOOLS** | Eclipse, Apex Explorer, Offline Edition, App Exchange, Data Loader. |
| **LANGUAGES** | C, C++, Java, PL/SQL, Apex, Ajax. |
| **OPERATING SYSTEMS** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008 , Macintosh, Linux, Unix |
| **WEB TECHNOLOGIES** | Web Services, XML, HTML, XHTML, CSS Dreamweaver, Java Script, PHP, Servlet, Bootstrap, JQuery, OOD |
| **Version Control Tools** | CVS, Clear Case, Subversion, VSS |
| **Web services** | SOAP, Cast Iron, WSDL, XML, JSON, REST |
| **Databases** | MS SQL Server 7.0, Oracle 10g/9i/8i, MS Access |

**CERTIFICATIONS:**

Salesforce platform Developer I

**Professional Experience:**

**Insulet** - **Boston,** **Massachusetts Sep 2019 - Till date**

**Sr. Salesforce Developer**

**Responsibilities:**

* Performed the role of Salesforce Developer in the Organization.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface
* Involved in creating and customizing Email template and configuring them to   the email alert within the workflow rule for a standard/custom object.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Involved in implementation and Design of Cases and Issue with Order Management and Product Return module.
* Implemented Wave Analytics, created datasets, dashboards and apps for Opportunity, Accounts and Cases.
* Familiar with Salesforce latest product launches including Wave Analytic.
* Used Heroku processes for deploying.
* Developed wave dashboards using Salesforce platform as the backend.
* Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user Interface.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Contributed towards HLD and LLD phase and design documents preparation by integrating different modules.
* Worked on salesforce standard objects (accounts, contacts, leads, opportunities).
* Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Maintenance of CRM functionality implementing SFDC.
* Creating SFDC reports (functional and technical documents).
* Create profiles, roles and configure permissions according to organizational hierarchy requirement.
* Developed applications using Agile methodology.
* Created Workflows for automated lead routing and lead escalation.
* Developed Apex classes and Triggers and linked them to manage the workflows.
* Experience in configuring price quote (CPQ) with Apptus.
* 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.
* Used more than 55% of Apex for development.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects
* Integrated Salesforce.com with external systems like Oracle and SAP   using SOAP API and REST API.
* Integrated applications with salesforce.com using SOAP web services API.
* Used Informatica Power Exchange for integrating the SFDC with legacy system.
* Implemented communities and built external pages.
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
* Used Lightning framework to integrate with legacy systems like SAP, Microsoft and oracle.
* Used ANT tool to migrate from Dev to QA
* Deployed Change Sets from Sandbox to production.
* Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
* Deployed Apex using Force.com IDE, Force.com Migration tool and Web services API.
* Developed Visual Force pages which rendered based on salesforce1 app.
* Developed custom UI suing CSS, HTML, Visualforce components and used JQuery, JavaScript for front-end validation.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Planned community rollout framework as four steps - cyclic process (Establish, Manage, Engage and measure)
* Responsible for writing SOQL and SOSL queries.
* Used Sandbox for testing. created, managed packages and migrated them between Sandboxes and Production environments for final implementation

**Environment**: Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, CUJs, Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Apptus, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

**Cambia Health Solutions - Chicago, Illinois June 2017 - Aug 2019**

**Salesforce Developer**

**Responsibilities:**

* Extensively worked on agile methodology and attended Daily status/standup meetings.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Reviews and streamlined existing CRM to endure accurate adoption metrics reporting. Deactivating users to release licenses.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports.
* Good Experience on Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Implementation of Salesforce Health Cloud including Field Service Lightning, Service Cloud.
* Involved in Steel Brick CPQ implementation and customizations around the app exchange.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked at the client site with the customer and manager the project from end-to-end.
* Involved in Developing, Testing and Deploying the application in UAT and QA servers.
* Worked on to prioritize tasks across all their patients’ needs with health cloud.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Performed administrative tasks like Data management, User management (Creating and managing roles, profiles and users).
* Experience in developing Salesforce CRM App Exchange Applications in Classic as well as Lightning.
* Migrating Components to different environments using ANT Eclipse and Change Sets.
* Integrated Salesforce.com with an external application using SOAP, REST based web services.
* Implemented multi-channel service desk including email to case, web to case, CTI integration using ingenious open CTI, live agent setup, case escalation and assignment rules.
* Used health cloud to integrate data from EHRs, wearables and more.
* Worked on Customizing service console.
* Used REST API for implementing Web Service Definition Language (WSDL) in the application for access to data from external systems and web sites.
* Used SOQL and SOSL for data manipulation.
* Designed web pages in Visualforce for capturing various customer’s data.
* Developed User Interface using Apex controllers, Visual Force and Force.com IDE
* Created the Reports and Dashboards as per the business requirements.
* Mapped personal and professional caregiver networks with salesforce health cloud.
* Migrated data from Excel and CSV files to SFDC using Data Loader and Data Import Wizard.
* Maintained Sandbox Environment for QA Activities.
* Worked on Process Builder based on the requirements.
* Built reusable UI/UX components with lightning component framework.
* Migrated the code/components from Sandbox to other Sandbox using Change set.
* Experience with Salesforce Service cloud implementation and Sales cloud.
* Co-ordinate with the test team and provide the application flow demo before the test team starts Testing.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.

**Environment**: Salesforce.com platform, Force.com IDE, Apex classes, Triggers, Visualforce , Health Cloud, UAT Server, QA Server, SOSL and SOQL, HTML, CSS, JSON service module, sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, CTI, Java Script, Eclipse, Apex Triggers, Workbench, Steel Brick, REST API, SOAP, WSDL, Windows.

**Northern Trust - Chicago, Illinois Nov 2015 - May 2017**

**Salesforce Developer/Admin**

**Responsibilities:**

* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Involved in Application development with IDE Tool Eclipse and web server Tomcat.
* Designed and developed User Interfaces, Menus using HTML, CSS, DHTML, JSP, JavaScript and client-side & server-side validations. Created front-end screens for the module by using JSP’s.
* JavaBeans have been developed for using them among various modules of the application.
* Used PL/SQL, Stored Procedures and table level and system level triggers for handling database processing and for generating analysis reports from MS SQL Server.
* Involved in writing XML parser handlers for parsing XML files and filling JavaBean Objects.
* Used SVN for Source Control and Version Management.
* Involved in Module and Unit Level Testing with JUnit, participated in database tuning.
* Developed VF components in mobile apps.
* Created and used Email templates in HTML and Visualforce.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs.

**Environment**: Salesforce.com, Customer Portal, Sales Cloud, Service Cloud, Apex Language, Visual Force (Pages, Component & Controllers), Triggers, SOQL, SOSL, Workflow Approvals, CSS Style sheets, Custom Objects, HTML, WSDL, Security Controls, Page Layouts, Sandbox data loading, Apex Data Loader Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

**Metlife – Cary, NC Nov 2013 - Oct 2015**

**Salesforce Developer**

**Responsibilities:**

* Worked closely with business partners to realize the full capabilities of Salesforce CRM.
* Developed various Custom Objects, Tabs, Relationships, Formulae and Validation Rules.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Worked on SOAP Web services using JAVA in multi-threaded application development processing XML requests. Used various data structures, algorithms Java interface to retrieve/update info from/to the DB.
* Developed multithreaded cache offline program in Java to support various UIs to deliver/process data for a scalable, high throughput, low latency applications.
* Wrote and customized several Java Programs for the spend management system at SBI to streamline the process of procurement. Web Tier was developed by using Struts Framework.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using Change Set. Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Involved in Test configuration Apttus within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Implemented Pick Lists, Lookups, Master Detail Relationships, Dependent Pick Lists, Validation and Formula Fields to the custom objects.
* Created Workflow rules and defined email alerts, related tasks and field updates.
* Responsible for setting up Filed Level Security.
* Responsible for setting up login restrictions and resetting the user passwords.
* Implemented Data Loader for loading the data.

**Environment**: Salesforce.com, Service Cloud, Apex, Visual force, Sandbox, Security, Chatter, Change Sets.