HEMANT PATIL

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CAREER OBJECTIVE:

To work in a progressive organization this can expand all my knowledge and provided me exciting opportunities to utilize my skills and qualification to produce result fidelity.

CAREER SUMMARY:

- Total 6 years of IT Experience in Salesforce, Vlocity and Salesforce CPQ as an Administrator and Developer.
- Majorly worked on Sales cloud, Service cloud and Industry Cloud (Vlocity) Support, Administration and Development aspect of Salesforce.com CRM application for global clients.
- Experience include Configuration like Validation Rule, Formula Field, Record types, Page Layouts, Report and Dashboards, Security & Sharing settings, Case management, Profiles, Permission Set and User creation.
- Experience on Salesforce automation tools Workflow Rules, Approval Process, Process Builder, and Flows.
- Deep Understanding and hands-on experience on Vlocity Omni Script, Vlocity DataRaptor, Vlocity Cards, Interaction launcher and Vlocity integration procedure, Industry Console, Calculation Metrics and Calculation Procedure.
- Extensive knowledge on Salesforce CPQ: Product and Bundles, Option constraints, Price Rules, Product Rule, Configuration Attributes, Quote Terms, Quote Templates, Advance Approval Process.
- Sound knowledge on Triggers, SOQL, SOSL, Test Class, Visual-force page and Apex.
- Knowledge on GitHub, Copado, Azure Valorx, VS Code, JIRA, Business Release Process and Technical Debt Management.

WORK EXPERIENCE:

Organization	Location	Employment Dates	Designation
Net Gyani IT Services Pvt Ltd	Pune	July 2018- Apr 2019	Associate Software Engineer
Tech Mahindra	Pune	May 2019 -July 2021	Associate Software Engineer
Persistent System	Pune	July 2021 – Feb 2024	Lead Software Engineer
TCS	Pune	Feb2024 – Till Date	IT Analyst

CERTIFICATIONS:

- SALESFORCE CERTIFIED ADMINISTRATOR
- SALESFORCE CERTIFIED APP BUILDER
- SALESFORCE CERTIFIED PLATFORM DEVELOPER - I
- SALESFORCE CERTIFIED SERVICE CLOUD CONSULTANT
- CPQ SPECIALIST
- VLOCITY PLATFORM DEVELOPER
- VLOCITY HEALTH QUOTING DEVELOPER
- VLOCITY INSURANCE QUOTING DEVELOPER
- VLOCITY ORDER MANAGEMENT

TOOLS USED:

- JIRA, Copado, Azure, GitHub, VS Code, Splunk & Dynatrace.
- Remedy, Fresh Service Help Desk, Okta.
- Data Loader, Import Wizard.

- Salesforce Inspector, Workbench.

HONORS:

- Pat On the Back Award – Tech Mahindra
- Bravo Individual Award – Persistent System
- Bravo Team Award - Persistent System
- Bravo Team Award - Persistent System
- Best Team Award - TCS

KEY PROJECTS UNDERTAKEN:

Project #5
- **Project:** Financial and Professional Services (CPQ)
- **Duration:** January 2022 to At Present.

Roles and Responsibilities

- Salesforce CPQ Admin/Developer.
- Worked on Page Layouts, Record Types, List Views, Validation Rule, Formula Fields, VF Email Templates, Profile & Permission Set, Platform Event.
- Created Approval Process, Process Builder and Flows.
- Worked on creation of Products, Price Books, Features, Configuration Attributes, Price Rule, Option Constraint, Product Rules, Product Options, Quote Template, Quote Terms.
- Created Advance Approval Process.
- Deployment using Change Set, GitHub.

Project #4

- **Project:** Health & Wellness (Pricing and Packaging Upliftment) (CPQ)
- **Duration:** July 2021 to December 2021.

Roles and Responsibilities

- Salesforce CPQ Admin/Developer.
- Worked on Bundle and Product and Price Book creations.
- Created Option Constraints, Price Rules and Product Rules.
- Changes SKU's price based on geographical region.
- Involved in Deployment and Sanity Testing.

Project #3

- **Project:** Telecommunication (Vlocity)
- **Duration:** January 2020 to July 2021.

Roles and Responsibilities

- Salesforce and Vlocity Administrator/Developer.
- Created validation rule, formula fields, email templates, workflow rule, approval process.
- Created Page layouts, Record Types, Profiles, Permission set and Users.
- Worked on Case Management.
- Create Data Raptor to extract data from and load data into salesforce.
- Designed Omni Scripts to support various business processes.
- Created Vlocity Cards & layouts with Actions.
- Experience on Vlocity Integration Procedure and Industry console.
- Involved in Deployment, Sanity Testing and Triage.
- Prepare a daily business report for client.

Project #2

- **Project:** Logistics

- **Duration:** June 2019 to December 2019.

Roles and Responsibilities

- Salesforce Administrator.
- Worked on resolving cases related to salesforce administrator.
- Manage Salesforce CRM for over 500+ users consisting of Site Manager, Manager, Dispatcher, Supervisors and Advisors.
- Worked on creating console, custom objects, fields, Web to case, Email to case and live agent cases.
- Worked on creating Queues, Public group, Business Hours and OWD.
- User management, Assign Roles Profiles and Permission set.

Project #1

- **Project Title:** Salesforce CRM Support
- **Duration:** July 2018 to April 2019.

Roles and Responsibilities

- Salesforce Administrator.
- Resolve Salesforce.com CRM administration support issues.
- Work on L1 and L2 cases and provide resolution to complex business requirements.
- Work on Page Layouts, Record Types, Console, Validation rule, Workflow rule, Report and Dashboard, User and Profile Management.
- Data Import and Export.

QUALIFICATIONS:

Degree	Specialization	University/Board	Year
BE	Electronics & Telecommunication	Pune University	June 2018
Diploma	Electronics & Telecommunication	MSBTE	June 2015
HSC	Science	Maharashtra Board	May 2013
SSC	Convent	Maharashtra Board	March 2011

I hereby declare that the information furnished above is true to the best of my knowledge.

Name: Hemant Patil
Place: Pune