Ranu Patel

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Qualifications: B.E. (IT) – RGPV (2015)

**PERSONAL SUMMARY**

A Salesforce-Servicemax Developer who has a proven track record of transforming business through the intelligent use of Salesforce technology. Understands business, technology and processes. At my current place of employment, I work closely with management, stakeholders/Project team and end-users to create and manage business processes.

**PROFESSIONAL SUMMARY**

* 5+ years of experience in IT industry includes 4.5 years of experience in salesforce.com CRM platform, Servicemax and its development life cycle as Administrator and Developer.
* Experience in technical deliveries providing continues feedback to project plan, works closely with technical team and the stockholders.
* Experience in Apex Classes, Apex Triggers, Apex Scheduler, Batch Apex and Service Max.
* Hands on Administrative tasks like Creating Profiles, Roles, Permission Sets, Users, Email Services, Approvals and Activities.
* Extensive experience in creating Validation Rules, Custom Objects, Custom Tabs, Record Types, Custom Fields, Customized Page Layouts, Workflow Alerts & Actions, Process builder, Email Templates, Custom Settings, Custom Metadata Types, Custom Labels, Custom Report Types, Reports, Dashboards and various other components as per the requirements.
* Hands on experience in using Developer Console, Workbench and Data Loader for day-to-day activities and proficient in SOQL queries.
* Hands on experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.
* Experienced in Sandbox Management (Creating New Sandbox, Refreshing Sandbox).
* Highly motivated and enthusiastic team player with excellent presentation and interpersonal skills who can also work independently in a challenging and cross-platform environment and have a zeal to learn new things.
* Experienced in Train and Mentor Junior resources.
* Strong understanding of environment management, release management and best practices.
* Ability to work in fast-paced environment with team members spread across the world.

**Professional Certifications/ Trainings**

Attended various training courses on salesforce CRM. Certified in salesforce admin and Servicemax 101. 201.

**PROFESSIONAL EXPERIENCE**

**Company: LTIMindtree**

**Period: June 2021 – Present**

**Role: Senior Software Engineer**

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies.

**Project 1 – AMS CCR SMAX Horizon**

**Project Description**

* It’s a development and support project for carrier AMS refrigerant countries having Servicemax app installed with Serviceboard Package and integrated with CPI(SAP).
* This project is divided into two phases with 18 sprints.
* We have successfully deployed till sprint 13 in Production with Austria, Germany, Belgium, Nertherland and Luxembourg countries.
* Currently we are working for Swiss country.
* It’s a joint project with Accenture team.

**SPECIFIC RESPONSIBILITIES**

* Working as a Servicemax lead in this project.
* Working closely with stakeholders/Project team to recommend and agree on technical solutions to meet business requirements.
* Understanding the user stories and ability to convert them into feasible solutions specially using out of the box features.
* Responsible for Solution design, effort estimation, Cutover activities and KT plan.
* Responsible for creating the standard templates for all the countries.
* Responsible for technical assistance and end-user troubleshooting for bug fixes, enhancements and how to assistance.
* Involved in User creation and data migration activities for new countries.
* Involved in Prod and UAT deployment timelines.
* Responsible for ensuring streamline working of the system, escalating issues found, communications with client and integrated system support teams for the problem resolutions.

**Project 2 – ALC Servicemax**

**Project Description -** New project from Carrier based on Servicemax. We have built from scratch.

**SPECIFIC RESPONSIBILITIEST**

* Analyzed requirements, Involved in the development of all modules.
* Worked on the Service cloud.
* Designed, developed and Deployed Apex Triggers, flow and process builder for various functional needs in the application.
* Developed the whole Parts order management process from creating the functionality from creating the Parts request from Go app to receive the Parts delivery information from SAP.
* Categorized the Products data based on the requirement.
* Created the Approval process for Parts request.
* Responsible for page layouts in Go app.
* Customized different page layouts and assigned them for different profile users.
* Created warranty terms & service plans according to requirement.
* Created new Custom Objects, Custom Tabs, Custom Fields, Page Layout, Custom Report Types, Email Templates, process automation using Workflows, Process Builders, Flows and Approval Process according to business needs.
* Managed parts & inventory for different locations.
* Developed Process builder for technician to track the total time travel to complete the work order.
* Worked on SFM transaction.

**Company: V3 Staffing Solutions India Pvt Ltd**

**Client: Johnson Controls, Inc.**

**Period: Dec 2017 – July 2019**

**Role: Salesforce Developer**

V3 Staffing Solutions is a global leader in consulting, technology and outsourcing services.

Johnson Controls create intelligent buildings, efficient energy solutions, integrated infrastructure and next generation transportation systems that work seamlessly together to deliver on the promise of smart cities and communities. This project was developed to manage sales and services of the Johnson Controls for APAC countries.

**SPECIFIC RESPONSIBILITIES**

* Worked as a Salesforce Developer in ticket-based support project for Johnson Controls APAC countries having Servicemax app installed and integrated with ERP (SAP & iScala) & a .Net application PSCA (Professional Service Contract Assistant).
* Worked on the Service cloud.
* Responsible for resolution of System Issues, Integration issues, Change Requests, client communications, biweekly deployment process and cross platform Unit testing.
* Responsible for ensuring streamline working of the system, escalating issues found, communications with integrated system support teams for the problem resolutions.
* Designed, developed and Deployed Apex Triggers, Apex Classes, schedulable apex, batch apex, Visualforce Pages and Controller Classes for various functional needs in the application.
* Created Workflow Rules and Processes in Process Builder and defined related tasks, time-triggers’, email alerts, field updates, outbound messages, etc. to implement business logic.
* Created and managed Custom Settings, Custom Metadata Types, Custom Labels, Custom Report Types and Translation Workbench.
* In-depth knowledge in Service domain using Servicemax app installed on Salesforce. Hands on experience in Service-related objects including Accounts, Locations, Products, Price books, Installed Products, Opportunities, Cases, Contracts, PM Plan, Task Templates, Work Orders, Parts Requests, Service Teams, Technicians, Timesheets, etc.
* Created and managed Servicemax components like Service Flow Managers (SFMs) Transactions & Reports, Service Flow Wizards (SFWs), Profiles Groups, SFM Mappings, SFM Validations, Dispatch Management, Mobile Configurations & Permissions, PM Process, etc.
* Created Email Templates and Servicemax Reports (Output Docs) using HTML, JavaScript and CSS.
* Created Profiles, Roles based on Organization Role hierarchy, Permission Sets, implemented Record-Level and Field-Level Security and configured Sharing Settings.
* Created Custom Objects, Custom Tabs, Record Types, Custom Fields, Customized Page Layouts, Validation Rules, Reports and Dashboards.

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| **Skills Summary** | |
| * **Domain** | * Salesforce CRM, Servicemax Service Cloud |
| * **Programming Languages** | * Java, Apex |
| * **Operating System / ERP Version** | * Windows 7,8 |
| * **Web Technologies** | * HTML, SOAP and REST |
| * **Database** | * SQL Server |