**Natavar Ghodasara**

Full Time Freelancer  
6x Certified Salesforce Developer

resumeheader.jpg

**Career Objective**

To effectively use my skills and abilities acquired through my experience and to firmly establish myself as a professional with commitment to work, and be a member of a team that dynamically works towards the success and growth of the organization.

**Professional Summary**

* Utilized Lightning Web Components & Aura Components to deliver Custom UI and functionality attained in the Custom controller or by VisualForce remote objects. Worked also with Force.com Sites, Communities to develop and release a public facing site using VisualForce, JavaScript, JQuery, AngularJs.
* Niche Experience in Salesforce Administration, Setting up Inbound Email Services, Web Services, User setup & management, territory management, Business process automation using Work-flow Rules and Approval processes, Flows, Process Builder, Outbound messaging, Scheduling Apex.
* Implemented Salesforce B2B Commerce Cloud, CPQ, Service cloud and Community with case management including web to case with Assigning Cases, Escalation rules and other Configurations.
* Architected Solutions for multiple clients reflecting deep understanding of governor-friendly Apex programming techniques, Batch Apex, Trigger, Rest Resource, Scheduling Apex, programmatically sharing records.
* Worked on Various REST Integrations and SOAP with salesforce.
* Thorough knowledge in writing effective SOQL queries to retrieve accurate data to leverage OFFSET, Nested SOQL, relationships etc.

**Professional Experience**

**Infosys - Zoom Media Communication *Oct– 2022 to Jan – 2023***Analyzing new requirements and developing in LWC, Aura Components and following the agile methodology to develop and build the right Solution in favor of the assigned Jira ticket.

* Developed the code as per the defined Salesforce coding standards and ensure respective team members also follow (perform code and deliverables review).
* Configuring Users, Profiles, Roles, Permission sets, Sharing settings, Report and Dashboards, Validation Rules… etc.
* Responsible for writing test classes.

**B2B Commerce Cloud *May – 2021 to Oct– 2022***Analyzing new requirements and developing in LWC, Aura Components and Community to fulfill the requirements.

* Analyzing Requirements and scope changes carefully and perform impact analysis.
* Analyze, debug/troubleshoot and resolve technical problems in Salesforce implementation.
* Developed the code as per the defined Salesforce coding standards and ensure respective team members also follow (perform code and deliverables review).
* Lwc, Configured Branding, CSS and Javascript for Community, Auth Based SSO with Salesforce Community.
* Checkout flow with lwc components.

**Aura Components and LWC with Service Cloud and Community *Jan – 2019 to May – 2021***Analyzing new requirements and developing in LWC, Aura Components, Service cloud and Community to fulfill the requirements.

* Analyzing Requirements and scope changes carefully and perform impact analysis.
* Analyze, debug/troubleshoot and resolve technical problems in Salesforce implementation.
* Developed the code as per the defined Salesforce coding standards and ensure respective team members also follow (perform code and deliverables review).
* Setup Digital engagement, Live agent configuration, Presence status, Einstein bot, Case management, Article management, Prechat snapin lwc, Message snapin lwc, Configured Branding, CSS and Javascript for Community, Auth Based SSO with Salesforce Community.
* Resolved Einstein Service bots Limitation by designing solutions, Configured opportunity scores using Einstein sales.

**Salesforce Community Implementation for Reimbursement Program *June – 2018 to Feb 2020***The employees operate all over the Country using personal vehicles to carry out their jobs. Employees received a standard amount per month car allowance that was treated as taxable income. But after taxes, the average take home from the car allowance was bit lower. A Solution, Car reimbursement program, utilizing the mileage tracking app and eliminating self-reported mileage while saving employee’s time would rein in costs and increase productivity for them.

* Implemented Salesforce Community Cloud.
* Developed the pages using AngularJS and Bootstrap (Css Framework) according to the client requirements.
* Collect the requirements from client and Analyze and perform impact analysis.
* Responsible for Requirement gathering, implementation and Deliverables.
* Scheduled Batches, Worked on Bulkified triggers, workflows and Managing email templates.
* Configuring Users, Profiles, Roles, Permission sets, Sharing settings, Report and Dashboards, Validation Rules… etc.
* Responsible for writing test classes.
* Integrated Triplog Rest APIs with salesforce.
* Responsible for Writing SOQL,SOSL queries in Salesforce.

**Integrations with Salesforce Sales cloud (Myob and Jiwa ERP) *May – 2017 to May 2018***End to End Process to follow on one system can be possible in the Era of integrations. The Sales reps to be tracked for their payments with timely reminders and Payment notifications. Using the integration with Myob Accounting system helped their sales process and payment process to be aligned in ease. Jiwa ERP was used for handling resources and estimating their jobs with accuracy.

* Developed the pages according to the client requirements.
* Collect the requirements from client and Analyze and perform impact analysis.
* Responsible for Requirement gathering, implementation and Deliverables.
* Scheduled Batches, Worked on Bulkified triggers, workflows and Managing email templates, Test classes.
* Integrated Myob and Jiwa Rest APIs with salesforce.

**Salesforce Community Implementation with Service Cloud *May – 2017 to Nov 2017***The Community have capacity to handle various users and raise the cases for product purchased by customers. A Solution, allows Customer to raise cases for their purchased product and get the repairing services from the brand. End to End Service cloud implementation with community built perfect solution.

* Implemented Salesforce Community Cloud.
* Designed Incoming Request and Response in JSON format.
* Collect the requirements from client and Analyze and perform impact analysis.
* Design and Invoking the Workflows to automate the Business Process.
* Responsible for customizing custom fields, Page Layouts, Record Types, Workflows and Approval Process, Validation Rules, Report Types.
* Responsible for writing test classes.
* Worked on Apex Triggers and Apex Classes for custom logic.
* Responsible for Writing SOQL,SOSL queries in Salesforce.
* Responsible for building UI by using Visualforce pages.

**Autodesk Integration with Sales Cloud *Jan – 2017 to May 2017***The Integration with Autodesk helped clients to identify their subscriptions and allow them to renew it. Sales cloud implementation with Autodesk Integration helped to manage their system under 1 hood.

* Designed Incoming Request and Response in JSON format.
* Collect the requirements from client and Analyze and perform impact analysis.
* Design and Invoking the Workflows to automate the Business Process.
* Responsible for customizing custom fields, Page Layouts, Record Types, Workflows and Approval Process, Validation Rules, Report Types.
* Responsible for writing test classes.
* Worked on Apex Triggers and Apex Classes for custom logic.
* Responsible for Writing SOQL,SOSL queries in Salesforce.
* Integrated Autodesk Rest API.

**Social Integration with Salesforce *Sept – 2016 to Dec 2016***The Integration with facebook and linked in helped clients to share the news in chatter as well as on the facebook pages.

* Designed Incoming Request and Response in JSON format.
* Responsible for writing test classes.
* Worked on Apex Triggers and Apex Classes for custom logic.
* Responsible for Writing SOQL,SOSL queries in Salesforce.
* Integrated Facebook and Linked In Rest APIs.

**Salesforce Integration With Accpac *Aug – 2015 to Aug 2016***Sage 300 integration with Salesforce on Product and Other Salesforce object. One way syncing from Salesforce to Sage 300 (ERP).

* Designed outgoing Request and Response in JSON format.
* Collect the requirements from client and Analyze and perform impact analysis
* Design and Invoking the Workflows to automate the Business Process.
* Responsible for writing test classes.
* Worked on Apex Triggers and Apex Classes for custom logic.
* Responsible for Writing SOQL,SOSL queries in Salesforce.

**ESM and EPA Implementation *June – 2014 to July 2015***The Performance Indicator Application which indicates the Performance of the processes of the Organization and measures it. It shows the performance of the Processes in Reports and Dashboards to the top-level management. Enterprise Supplier management (ESM) is the discipline of strategically planning for and managing, all interactions with third party organizations that supply goods and/or services. In practice, ESM makes more collaborative relationships with key suppliers in order to uncover and realize new value and reduce risk.  
  
End to End Implementations of EPA

1. PTP, OTC & RTR domain Metrics
2. KPI, CPI & Process wise Performance indicator view
3. Metric Dashboard and Reports
4. Google chart and customized view

End to End Implementations of ESM

1. Invoice Cycle ( PO, NON PO, Credit Note, Advance & Recurring Invoice )
2. Inquiry Help Desk Module
3. GRN, Flip PO, Report Automation & Duplicate validation interfaces

* Designed Incoming Request and Response in JSON format.
* Responsible for writing test classes.
* Worked on Apex Triggers and Apex Classes for custom logic.
* Responsible for Writing SOQL.
* Responsible for customizing custom fields, Page Layouts, Record Types, Workflows and Approval Process, Validation Rules, Report Types.

**Certifications**

**Salesforce B2C Commerce Cloud Developer**

*Former Demandware*

**Salesforce Certified Platform I**

*Development Exam Level 1 on Force.com Platform*

**Salesforce Certified Administrator**

*Customization and Configuration (Administrator) in Salesforce Level 1*

**Salesforce Certified Platform App Builder***Building Applications using Salesforce Platform*

**Salesforce Certified Associate***Fundamental awareness of how an integrated CRM platform solves the challenge of connecting departments and customer data.***Certified Salesforce Experience Cloud Consultant***Experience implementing and consulting on the Salesforce Experience applications in a customer-facing role.*

**Skills and Tools**

* Written and Verbal Communication
* Documentation
* Eclipse and UX Studio
* Demandware (ISML)
* Apex and Visualforce pages
* Angular Js
* Javascript and Jquery
* Requirement analysis
* Mavensmate
* Sublime
* Notepade ++
* Conga composer
* Docusign

**Languages**

* English (r,w,s)
* Hindi (r,w,s)
* Gujarati (r,w,s)

**Last Education**

* M.C.A. (G.T.U) from B.H. Gardi College of engineering and Technology. Rajkot, Gujarat.  
  Passout year :-2014

**Personal  
Date of Birth** : 18/05/1990

**Marital Status** : Married.

**Address** : 1, Avni park Society,

Sanala Road, Morbi,

Gujarat - 363641.