**Shreyansh Patel**

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* **Summary**:
* A Certified Salesforce.com consultant with **6** years of experience on **Salesforce/Force.com** technology.
* Good understanding of **Software Development Life Cycle** (SDLC) and **Agile** with Expertise in requirement gathering, Analysis, Designing, Development and Testing.
* Strong knowledge of Sales, Service and Support Automation.
* Developed **Apex classes, Controller classes, Apex Triggers and Visualforce Page**s on Force.com platform to customize application according to the functional needs.
* Expertise in **Apex** to implement the complex business logic within Governor Limits.
* Good experience on **SOQL, SOSL, Custom settings, Schedule Apex, Batch Apex**.
* Have extensive experience in implementation of **Custom Objects, Custom Tabs, Workflow Rules, and Role based Page Layouts and Record Types, Approvals, Assignment Rules.**
* Have knowledge in implementing various advanced fields like **Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules, Work Flows.**
* Experienced in **data migration** from Legacy Systems using various data migration tools.
* Having a good knowledge on **Web to leads, Email to case, Web to case, Assignment Rules, Customer and Partner Portals, Community, AppExchange**.
* Ability in Creating **Profiles, Roles, Users, Tasks and Actions, Dashboards, Reports, and Validation Rules.**
* Experienced in web technologies like **HTML, XML, CSS and JavaScript.**
* Experience working with **Deployment Tools like Force.com IDE**, **Change Sets**, **and ANT based Migration Tools** and **Salesforce.com Sandbox** environments.
* **Certifications**
* **Salesforce Certified Platform Developer**
* **Education Details**

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| **Qualification** | **University** | **Year** |
| Bachelor’s in Mechanical Engineering | Gujarat Technological university | 2012 |
| Master’s in computer science | Chicago State University | 2017 |

* **Professional Experience:**

**Client : Sharp Health Plan, San Diego, CA**

**Duration : Oct 2017 – Present**

**Role : Salesforce Developer**

**Responsibilities:**

* Worked on Apex Classes, Lightning Components, Visualforce Pages, Apex Triggers.
* Implemented Service Cloud for organization that includes Case management, Entitlement and service contract, Knowledge base, etc
* Configured Service Cloud console for internal support agents for case support.
* Configured routing rules to assign cases to agents through Omni-Channel
* Customized existing visualforce page to align with salesforce new lightning UI experience and rollout Lightning UI to some users.
* Create and customize visualforce page to enhance the functionality and display information from different objects.
* Used Force.com migration tool to deplot metadata between local sandbox environment,Production and other Salesforce orgggnization.
* Encrypt some standard and custom field that contains PHI data using shield platform incryption.
* Enable Event monitoring to get report for audit track users activity.
* Developed various Custom objects,validation rules,Workflow rules and setup business process using process builder.

**Client : Sysco Corporation - Houston, TX**

**Duration : May 2016 – Sept 2017**

**Role : Salesforce Developer**

**Responsibilities:**.

* Developed several Lightning components, Global actions, process Builders and object specific actions.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Tested Apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Enhanced in Communities by adding new fields, field sets using Salesforce Lightning.
* Developing complex apex classes and triggers based on business requrements.
* Implemented custom and standard territory management for salesforce.com instances.
* Implemented Targeting Tool for sales team.
* Worked on Web Service Callouts for creating and updating data in Oracle EBS.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL and SOSL.
* Implemented visualforce pages with custom controller,standard controller, controller extension and

standard set controller.

* Created Custom Visualforce components and attributes to override the look and feel of standard Visualforce components.
* Implemented Approval Processes to ensure proper authorization in the high-stakes environment of capital management.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Used Field-level Security, Profiles and Audit Trail Setup to ensure that protected data is only shared with authorized persons as per Federal regulations.
* Implemented Docusign App Exchange Application.
* Deployed and Configured Chatter Usage Dashboards to keep track and generate reports and dashboards for high ranked users inside organization.

**Client : Abbvie – Chicago, IL**

**Duration : Aug 2015 - April 2016**

**Role : Salesforce Developer**

**Responsibilities:**

* Developed pilot functionalities of related lists into lightning components for classic salesforce.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, Visualforce pages, components for various functional needs in the application.
* Developed several Lightning components, Global actions, process Builders and object specific actions.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com based on REST API.
* Involved in two-way data integration between SQL Server and Salesforce using .Net web Service.
* Implemented a functionality to accommodate UK as a part of an existing EMEA Process.
* Worked on Salesforce portal to stabilize the existing system by enhancing - restructuring the APEX code.
* Worked on several DocuSign documents used by various business teams.
* Worked on setting up Hoopla AppExchange application which helps derive better sales via gamifying the process.
* Helped the team to get Org wide test coverage above 90%.
* Interacting with business and attending meetings to get the requirements and providing the best solutions for the gathered requirements.
* Worked on Inside Sales and Demand Tools App-Exchange applications to make Salesforce.com instance effective.
* Managed with vendor partners and formulated optimal solutions for integration.
* Execution of Test Cases. Review of Test Cases/Test Documents/UE Documents and preparing Test Report.
* Configured Service Cloud for internal support agents for case support.

**Client : Incapsulate India Pvt. Ltd, Ahmedabad**

**Duration** **: June 2012 - Sept 2014**

**Role : Salesforce Developer/Administrator**

**Responsibilities:**

* Developed a comprehensive CRM strategy, defining Salesforce as the standard tool in both Sales

Cloud and Service Cloud.

* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, visualforc pages, components for various functional needs in the application.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com based on REST API.
* Interacting with business and attending meetings to get the requirements and providing the best solutions for the gathered requirements.
* Created Task routing using Apex controller in such a way that ensure the sales team follows up on every task within due hours.
* Implemeted Single Sign on project.
* Involved integration of their legacy system with Salesforce CRM through web services based on BULK API.
* Worked on InsideSales and Demand tools App-Exchange applications to make Salesforce.com instance effective.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Installed and configured Marketo AppExchange app to automate and measure demand generation campaigns that generate more high-quality leads.
* Recognized SF.com usage problems and produced optimal solutions.
* Managed with vendor partners and formulated optimal solutions for integration.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Execution of Test Cases. Review of Test Cases/Test Documents/UE Documents and preparing Test Report.
* Implemented Service Cloud for customer support that includes Case management, Entitlement and service contract, Knowledge base, etc.
* Configured Service Cloud console for internal support agents for case support.

**Client : Horizoncore Infosoft, Ahmedabad**

**Duration : Jan 2012 – June 2012**

**Role : Salesforce Developer/Administrator**

**Responsibilities:**

* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes and Apex Triggers.
* Automated Sharing rules whenever there is a new change in Sales teams instead of using an Apex trigger.
* Developed various Custom Objects, Tabs, Entity-Relationship Data model, Validation rules, Components and Visual force Pages.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Used web technologies like HTML, XML, CSS, JSP, JQuery, JavaScript, WSDL, and SOAP.
* Used Force.com IDE to create, modify, test, and to deploy Force.com Application.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.