RINKITA PATIL

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Mobile : +91 7276818748,+91 7021201953

CAREER OVERVIEW

- IT Professional with 4.2 years of work experience including comprehensive technical skill set and expertise in providing CRM data consulting and configuration (Salesforce).

- **Salesforce Platform Developer 2,Salesforce Platform Developer 1, Salesforce Certified Administrator (SU17) & Salesforce Service Cloud Consultant Certification** and having in depth knowledge in Salesforce Implementation, Administration and Customization

- Currently working with Deloitte as Consultant and involved in handling ABInBev Client which mainly on **Salesforce Service Cloud and Android App, Covid19 Application Health Cloud Implementation**

- Also Worked in Capgemini as Associate consultant and involved in handling Unilever Project which mainly on **Salesforce Service Cloud**.

- Well experienced in Lightning Component, Lightning Experience, Lightning Migration From Classic,Apex Class, Visual Force pages, Data Loader, Triggers, Workflow Rules, Process Builder and other Salesforce standard features.

- Worked On Lightning Component and Lightning Experience. Developed Customer Community pages, Contact Us form, Visualforce page change to Lightning page, Javascript button to Lightning Action using Lightning Components and also implemented lightning out functionality.

- Familiar with deployment using **Change sets, ANT deployment tool, Workbench, DevOps**.

- Expertise in working with **Visual Studio Code, Source Tree,Gitlab** for development and deployment

- Excellent work ethics, **self-motivated**, **quick learner** and **team oriented**. Continuously provided value adds services to the clients through thoughtful experience and excellent communication skills.

- Expertise with Administration and Configuration of Salesforce.com CRM to populate and maintain data.

- Worked with various salesforce AppExchange product like Jitterbit, SDOC,WorkIt,SMS Magic DupeBlocker.

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SKILL PROFILE

- **CRM** : Salesforce CRM Application
- **CRM Modules** : Service Cloud
- **Technical Skills**
  - Apex & Visualforce
  - Apex Data Loader
  - SOQL & SOSL
  - Asynchronous Apex
  - Service Cloud Console API
  - Health Cloud
  - Lightning Components
  - Lightning Experience
  - Composite Request
  - Force.com Site
  - Knowledge And Community
  - Omni Channel
  - Core Java

- **Web Languages**
  - Java script
  - HTML 5
  - CSS

- **Tools**
  - Force.com Eclipse IDE
  - Mavens Mate Sublime Text 3
  - GitLab
  - GitHub
  - JIRA
  - BitBucket,Azure DevOps
  - Jenkins
  - ANT Deployment Tool
  - Data Loader
  - Sonar
  - JitterBit
  - Visual Studio Code
  - Source Tree

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PROJECT EXPERIENCE-DELOITTE

Project: COVID-19 Deloitte India   **Apr 2020 to Present**
Role: Salesforce Developer
Location: Mumbai, India

Team Strength: 10-11

Description: The COVID-19 Application to trace patient history and survey related to same

Responsibilities:
- Worked On Health Cloud Implementation.
- Quarantine Logic Implementation, Survey Handle on Different Channel.
- Lead to patient conversion.
- Report And Dashboard Implementation, Site for Lead Creation.
- Creation Health Care Plan Template, Household & Timelines.

Environment: Apex, Visual force, Force.com IDE, SOQL, Apex Data Loader, Lightning Component,Force.com site, Data Loader, JavaScript, Asynchronous Apex

Project: ABInBev ONTAP (Deloitte SA)   **Oct 2019 to Apr 2020**
Role: Salesforce Developer
Location: Mumbai, India

Team Strength: 10-11

Description: The ABInBev is a Brazilian-Belgian multinational drink and brewing holdings company based in Leuven, Belgium. Ontap is a mobile application developed to support the BDRs in your day-by-day activities, such as order taking, apply surveys, assets scanning, etc.

Responsibilities:
- Worked On Ontap Mobile Application Developing trigger with Handler and DML class.
- This android custom application where salesforce is backend system for Android Mobile
- Application is Mainly for draught management, asset management, KPI and Survey Handling, Account and user 360, Visit planning
- Implemented Batch, Scheduable apex classe, apex trigger and Test Class with better code coverage.
- Worked on Approval Process, process builder , workflow and Data Loader to load the data.
- Apex Integration With SAP System For Asset Management and Product Management
- Reporting & Dashboard, Profiles, fields, Record Types, Role Hierarchy, Page Layouts
- Migration of the changes from sandbox to production using azure devops and Jenkins,sonar integration

- Used import buddy,Jitterbit app exchange product
- Project followed the scrum methodology Involved in scrum call with client.

Environment: Apex, Visual force, Force.com IDE, SOQL, Apex Data Loader, Lightning Component,Force.com site, Data Loader, JavaScript, Asynchronous Apex

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Project: ABInBev Consumer Care (Deloitte SA)   **Aug 2019 to Oct2019**

Role: Salesforce Developer
Location: Mumbai, India

Team Strength: 2

Description: The ABInBev is a Brazilian-Belgian multinational drink and brewing holdings company based in Leuven, Belgium. Additional main offices are located in São Paulo, New York City, London, St. Louis, Mexico City, Bremen, Johannesburg and others.The company was enlarged in October 2016 when AB InBev purchased SABMiller and concluded a merger of the two entities. It was the world's largest brewer even before the acquisition of SABMiller and is considered one of the largest fast-moving consumer goods companies in the world.

Responsibilities:

- Only Developer to handle all development activities.
- This project is from scratch. Developing Consumer Care application which includes complete case management process. This app implemented for 11 countries where cases created from different channel like email, phone, walk in, social studio and web cases.
- Implemented test classes with better code coverage.
- Worked on process builder , workflow and translation workbench. Worked on Data Loader to load the data.
- Unit testing of configuration and custom functionality. Created Profiles, fields, Record Types, Role Hierarchy, Page Layouts, Auto response, Assignment, escalation, duplicate management.
- Migration of the changes from sandbox to production using ant, source tree, VS Code and Gitlab continuous integration, Azure Devops setup
- Worked on technical design implementation and creation all kinds of technical documents
- Project followed the scrum methodology Involved in scrum call with client.

Environment: Apex, Visual force, Force.com IDE, SOQL, Apex Data Loader, Lightning Component,Force.com site, Data Loader, JavaScript, Asynchronous Apex

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Project: Standard Bank Angola   **Feb 2019 to Aug 2019**
Role: Salesforce Developer
Location: Mumbai, India

Team Strength: 6-7

Description: The Standard Bank Angola provides a full spectrum of financial services. They are part of Standard Bank Group, Africa's largest bank by assets.The Group has direct, on-the-ground representation in 19 African countries. Standard Bank Group has more than 6 500 points of representation in Africa, making it one of the largest banking networks on the continent. It provides global connections backed by deep insights into the countries in which it operates.They work together with our partners in Standard Bank Group to provide a wide range of financial services and solutions

Responsibilities:

- Only Developer from India to handle development activities.
- Worked on Service Console, Knowledge Management, Omni Channel setup Designing and Developing trigger with Handler and DML class.
- Worked on lightning component for Case Closure process and also lightning Experience
- Implemented test classes with better code coverage.
- Worked on process builder , workflow and translation workbench.
- Worked on Data Loader to load the data.
- Unit testing of configuration and custom functionality
- Created Profiles, fields, Record Types, Role Hierarchy, Page Layouts
- Migration of the changes from sandbox to production using ant,source tree and Gitlab contineuos integration
- Worked on the POCs for any new feature to be enabled in the Angola org.
- Project followed the scrum methodology Involved in scrum call with client.

Environment: Apex, Visual force, Force.com IDE, SOQL, Apex Data Loader, Lightning Component,Force.com site, Data Loader, JavaScript, Asynchronous Apex

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PROJECT EXPERIENCE-CAPGEMINI

Project: Unilever CEC Carelines   **March 2016 to Feb 2019**
Role: Salesforce Developer
Location: *Mumbai, India*

Team Strength: 6-7

Description: Unilever is a Dutch-British transnational consumer goods company co-headquartered in Rotterdam, Netherlands and London, United Kingdom. Its products include food, beverages, cleaning agents and personal care products. It is the world's largest consumer goods company measured by 2012 revenue. Unilever is the world's largest producer of food spreads, such as margarine. Unilever is one of the oldest multinational companies; its products are available in around 190 countries.

Responsibilities:

- Worked on Service Console, Knowledge Management, Dupe Blocker, SMS Magic, In-Contact And Work It, Live Message and SDOC, Smart Correspondence document generating Application
- Designing and Developing trigger with Handler and DML class.
- Worked on Apex Class, Apex Sharing, Batch Class, Force.Com site, Visualforce Page, SOQL.
- Omni Channel Implementation & Whatsapp,Facebook Integration with Salesforce
- Hands on experience with Lightning Component and Lightning Experience.
- Developed Customer Community pages using Lightning Components and also implemented lightning out functionality.
- Implemented test classes with better code coverage.
- Worked on Data Loader to load the data.
- Unit testing of configuration and custom functionality
- Created Profiles, fields, Record Types, Role Hierarchy, Page Layouts
- Migration of the changes from sandbox to production using change sets, ant migration and DevOps.
- Sonar Job used for validating and maintaining Standard code practice.
- Worked on the POCs for any new feature to be enabled in the Unilever org.
- Was also responsible for creating technical documents.
- Project followed the scrum methodology Involved in scrum call with client.
- Responsible for Development and implementation of small to medium non- complex Component of a project module.

Environment: Apex, Visual force, Force.com IDE, SOQL, Apex Data Loader, Lightning Component,Force.com site, Data Loader, JavaScript, Asynchronous Apex

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WORK EXPERIENCE

- **Provide input to the Development team regarding key features, solutions gaps, and desired enhancements.**
- **Worked on Visual Force Pages with apex and Salesforce configuration.**
- **Worked on customizing custom fields, page layouts, apex class, workflow, validation rules, and formula fields.**
- **Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com for different market with proper data mapping.**
- **Experienced in client facing skills and used to take scrum calls and maintaining scrum sheet on daily basis.**
- **Responsible for all the activities related to deployment using change set, Ant migration tool, DevOps, Jenkins and Git**
- **Unit testing of the code in different sandbox and also validating code via sonar Job.**
- **Ability to handle multiple tasks and capable of handling responsibilities independently as well.**

Academic Profile

- **Completed Bachelor of Engineering in Electronics and Telecommunication from Viva Institute Of Technology, Mumbai (2011-2015) with 78% (Distinction) and secured 28th rank among all the students from Mumbai University in BE.**
- **Completed HSC in IT Tarapur Vidya Mandir Junior College, Mumbai (2009-2011) with 81.50% (Distinction).**
- **Completed SSC from Dr. S. D. Vartak School, Mumbai (2011-2015) with 89.07% (Distinction)**

Experience Details

- **Capgemini India Private Limited- 04-Mar-2016 To 11-Feb-2019**
- **Deloitte Consulting India Pvt Ltd- 25-Feb-2019 To Till Date**

Personal Details

Father's Name   : Mr. Kishor Babu Patil
Date of Birth   : 21st December 1992
Languages known   : English, Marathi and Hindi
Marital Status   : Single

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