**Ami Vaghela**  

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***PROFESSIONAL SUMMARY:***

* Over 8+ years of IT Experience with experience including 6+ years of Salesforce Development and 2 years of Administration/System Analyst.
* Experience working on Dev & Full copy Sandbox, and production environments.
* Worked on End to End Implementations on **Service Cloud, Sales Cloud**.
* Designed and Configured applications using **Salesforce Automation (SFA).**
* Maintain **data integrity** and accuracy, including record cleansing and duplicate record management and performed Data migrations.
* Used the **sandbox** for testing and deployed the code to the different instances after testing.
* Experience in **Apex Classes, Controllers & Triggers** considering **governor limits** and various other components as per the client and application requirements.
* Triggered interface events by user interactions, which includes **Lightning Component** framework and involved in **building Lightning Components using the aura framework**.
* Strong knowledge and working experience in Software Development Life Cycle methodologies such as **Agile, SCRUM and waterfall model**.
* Effectively acted **as Liaison** between business and IT departments.
* Ability to Design, develop and maintain complex solutions using **custom objects, workflow rules, validation rules, process builders.**
* Strong understanding of **Salesforce.com best practices** and functionality and data management ability.
* Involved in Data modelling and writing complex **SOQL** and **SOSL** queries statements within **custom controllers, extensions,** and **triggers.**
* Having hands on Experience with **GITHUB,** Integrating Salesforce with third Party tools using **REST and SOAP API’s**.
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce **custom objects**, **lookup relationships**, **junction objects**, **master-detail relationships.**
* Performed system configurations like setting profile, roles based on hierarchy, permission sets, workflows, process builder, visual flows, email templates, and parallelly did security managements as well like **OWD settings, sharing settings.**
* Strong Knowledge integrating **AppExchange managed** and unmanaged applications with salesforce and familiar with the usage of **Trial Force org.**
* Worked on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Experience with SLDS, CSS framework for creating lightning like pages in Visualforce classic UI pages.
* Used data migration tools such as **Apex Data Loader, Salesforce Import Wizard**.
* Experience in **Lead, Campaign, Case management** and implemented Web-to-lead, Web-to-case.
* Experience in documenting Assumptions, Dependencies, Constraints, Business Requirements, Key Business Indicators, Business Risk Assessment, and Critical Success Factors.
* Manage multiple client’s implementation in parallel.
* Capable of learning modern technologies, processes and successfully applying them to the project.

***TECHNICAL SKILLS:***

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| --- | --- |
| SalesForce.com | Standard/Custom Objects, Workflows, Approval Processes, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Validation Rules, Record Types, Role Hierarchy, Page Layouts, Dashboards, Force.com IDE, Sales cloud, Service Cloud, Apttus CPQ Proposal Management, Process Builder, Visual Workflow, Translation Workbench, Communities (Customer Portal & Partner Portal) & Charter. |
| Tools & Technologies | Force.com IDE Plug-in (Eclipse), Apex Data Loader, Informatica, Force.com Platform (Sandbox and Production), App Exchange Applications. |
| Other CRM | Veeva, ServiceMax, Apptus CPQ |
| Languages | Java J2SE, C, C++, APEX, SQL, JQuery |
| Integration Tools | SOAP UI, Postman |
| Office Tools | MS Excel, MS Word, MS PowerPoint, MS Project, MS Outlook, MS SharePoint, and MS Vision. |
| IDE Operating Systems | Windows, MS-DOS, Unix, Linux, UNIX, IOS, MAC,  Methodologies, Agile & Waterfall |
| Deployment Tools | Flosum, Ant, Source Tree, Eclipse, Visual Studio Code |
| Project Management Tools | JIRA, VersionOne, Rally |

***CERTIFICATION:***

Salesforce Certified Administrator

Salesforce Certified Developer

***EDUCATION:***

Master of Business Administration from Monroe College, New Rochelle, New York

***PROFESSIONAL EXPERIENCE:***

**Client: Bank of the West, Tempe, AZ Dec 2019 – Till Date**

**Company Profile:** Bank of the West is a regional financial service company. It is subsidiary of BNP Paribas. It has More than 600 Branches and offices in the Midwest and western United States

**Role: Senior Salesforce Developer**

**Responsibilities:**

* Managed to **Run adoption dashboards, data-quality dashboards** and Deactivate users as needed.
* Providing **Day-to-day support** that include user provisioning, maintenance of roles and profiles, mass-updating of records, custom field changes, debugging apex classes/triggers and lightning components.
* Involved in developing **Salesforce Lightning applications** using Lightning Components, Controllers and Events and used custom CSS in the components.
* Involved in **CPQ implementation** related to loading Product data from legacy system, building **Custom Order Creation** screens.
* Developed List views available on a page using hardcoded SOQL statements that cannot be modified by an end-user
* Leverage **future methods, Asynchronous trigger**, **Map Methods** to develop apex code within governor limits.
* Experience with managing apps, including CTI solutions, Conga, Marketo, Marketing Cloud, Discover Org, Adobe Sign, Inside Sales and others is preferred
* AppExchange Applications including Conga Composer and EchoSign for DocuSign
* Trigger Conga Composer solutions with a Salesforce workflow rule
* Responsible for conducting **UAT sessions** and giving demos on project implementations.
* Enabled **standard quotes** in Salesforce to support the field sales team, auto generate quotes during customer visits.
* Efficiently used **pagination, Database class methods** to minimize the governor limits issue in Visual force pages.
* Implemented concepts of **lightning out, lightning data service** and lightning design system while developing lightning components.
* Worked on Dev Hub for managing the **scratch orgs**.
* Minimized code in **JavaScript Controllers** by adding reusable functions in Helper Component.
* Updated the **APEX Controller and Helper functions** regularly as per business requirement changes.
* Worked on creating custom code to implement the functionality and expose them within **Salesforce 1 app**.
* Composed Apex Test classes to **Unit Test Apex classes** before Production deployment.
* Responsible for the environmental management of the project using GIT along with source tree.

**Environment:** Lightning, Dashboard, Daily Support, GIT, Jenkins, Sharing Rules, Conga,Page Layout,Salesforce DX, Scratch Orgs, Workflow Rules, Lightning UI Development, App Builder, Design Process

**Client: Google LLC, Mountain View, CA Jan 2018 – Nov 2019**

**Company Profile:** Google, work at lightning speedand it hasfastest growing product areas, enabling digital transformations for organizations of all sizes, operating all industries. Google Cloud Systems work with priorities, design, and implement best in technology systems solutions to support. Applications include inhouse built and third-part tools like Salesforce

**Role: Salesforce Integration Developer**

**Responsibilities:**

* **P**articipated in **key meetings** with clients such as system demos, end user trainings and requirements sessions.
* Analyzed and **identified potential gaps** in requirements and communicated back with respective team members.
* Performed **Integration configurations** such as setting up remote site settings, custom settings, custom metadata and preparing mapping document.
* Worked on **Postman, Workbench, SOAP UI** to test and support Integrations with the legacy systems.
* Worked on sharing the records to users through communities using **APEX sharing** methods.
* Worked on configuring and **Integrating salesforce with DocuSign** and created Templates with write back and merge fields functionality.
* Developed custom **REST Web Service Classes** and **Wrapper** classes to send JSON requests for external Application.
* Worked on customizing the **visual force page** used visual force components like **page block, command buttons, action support, action function.**
* Performed **Data Migration** from **legacy system to Force.com** with knowledge of **Data Mapping.**
* Created and Updated Lightning Components within **Communities** to support the external users.
* Experience in writing **Apex Batch** classes in implementing Batch able interface for processing bulk data updates at scheduled intervals.
* Created custom objects to log the **API requests** and created custom report types for analyzing the requests on daily basis.
* Worked on extracting apex classes through **SOAP WSDL’s** and providing enterprise WSDL’s for other systems for Integration.
* Created **Reports and Dashboards** to track Opportunity pipeline/Stages for Management visibility.
* Created **lightning components** to support the UI’s for users to initiate the Integration Requests.
* Built custom solutions with **Apex and Visual Force** which support most critical processes and workflows.
* Worked with the **financial service cloud to integrate** the business model and to increase the productivity.

**Environment:** Integration, Lightning Components, Profiles, Permission Sets, Field level Security, Record level security, Dashboard, Portal Community, Integration Configuration, Mapping, Custom Metadata, SOAP, REST

**Client: Nissan, Franklin, TN Aug 2016 – Dec 2018**

**Company Profile:** Nissan Motor Co., Ltd is a Japanese multinational automobile manufacturer. There are also other sub businesses associated with it and all are maintained on cloud technology solutions and services to enterprises across industries such as Banking & Financial Services, Healthcare etc.

**Role: Salesforce Developer**

**Responsibilities:**

* Responsible for setting up **Debug logs** and running queries in workbench to test data in salesforce.
* Worked on Features like **Territory management, Forecasting, Role Hierarchy.**
* Worked parallelly on **Lightning migration** and **Service Cloud Implementation** Projects.
* Worked on **standard Salesforce Chatter** and customizing it by including Custom Logics on chatter objects using **triggers, Classes and Visualforce pages**.
* Used **Lightning Design System (LDS)** to enhance the look and feel of the application.
* Implemented **Triggers** to automate the business logics on salesforce platform.
* Worked extensively in customization of **Service Cloud Console** by embedding **Visualforce pages** andcreated **email templates** using Visual Force for customers and clients.
* **Upgraded** Apps from **Salesforce Classic to Lightning Experience** and converting Visualforce pages to Lightning.
* Developed **Test classes** and maintained the proper **code coverage** to deploy into the production boxes.
* Created **lightning actions, lightning apps** using Salesforce lightning framework and Lightning Pages through **Lightning Community Builder**.
* Worked on Implementing **Web-to-Case, Email-to-case,** and **case assignment rules** in Salesforce**.**
* Worked on creating **test cases, manual testing steps** and reviewed along with Testers and help business users with **User Acceptance Testing**.
* Worked on **Eclipse IDE** with **Force.com** Plug-in writing business logic in Apex programming language.
* Responsible for setting up **Knowledge, Chatter** within Salesforce.
* Involved in **Agile** estimation (story points), **SPRINT** planning, Daily **SCRUM**, SPRINT reviews.
* Worked on **Deploying** the user stories from **DEV sandbox to QA sandbox** through ANT.
* Configured federated login to ensure that **single sign on** in implemented across the company.

**Environment:** Lightning Migration, Eclipse IDE, Email Templates, Sandbox, Service Console, Visualforce Pages, Lightning Community Builder, Agile, Knowledge, Chatter, OWD, Master Details, Lookups, ANT, Triggers, Territory Management, Apex, Dashboards, Web-to- Case, Email-to-Case, UAT, Scrum

**Client: State farm, Bloomington, IL Aug 2015- July 2016**

**Company Profile:** State Farm is a large group of insurance companies throughout the United States. There are number of Salesforce products to deliver engaging, intelligence-driven customer experiences across every State Farm touch point with excellent services with Sales Cloud and Service Cloud with Financial Services Cloud

**Role: Salesforce Administration/Developer**

**Responsibilities:**

* Created **FRD’s, BRD’s** and other documents on implementing custom objects in org
* Part of Implementation of **complex Salesforce Org’s Merge.**
* Interacted with Business users to understand business models, there application needs and translated them in salesforce terms for development.
* Worked heavily on tools such as **data loader, import wizard** for data migration between salesforce orgs.
* Implemented **Batch Classes** and Scheduled them in timely manner as per requirements.
* Wrote **triggers** to route the escalations to different queues, assigned it to different users according to the business logics.
* Designed **VisualForce pages** to add more flexibility and a rich look.
* Create Data **Flow diagrams and process flow diagrams** to facilitate better system understanding.
* Maintained and created **workflows, process builders, validation rules** as per the business needs.
* Created **user stories/defects in JIRA** and tracked user responses to keep count and direct issues to support team.
* Customized **Page Layouts** for Salesforce.com Standard and Custom objects.
* Created **custom report types** and generated report using the report types.
* Created various **relationships, Roles, formula fields** and Configured the permissions based on the hierarchy requirements of the organization.

**Environment:** Custom Reports Types, Page layouts, User Stories, Defected In JIRA, Roles and Profiles, Workflows, Process Builders, Validation rules, Apex triggers, VF pages, Process flow diagrams, Data loader, Import wizard, Complex salesforce Org`s Merge, FRD`s and BRD`s

**Client: ITC Infotech, Bangalore, India Jul 2011 - Aug 2015**

**Company Profile:** ITC infotech is a company since 2009 is a part of ITC Group businesses. ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. The company provides technology solutions and services to enterprises across industries such as Banking & Financial Services, Healthcare, Manufacturing, Consumer Goods, Travel and Hospitality, through a combination of traditional and newer business models, as a long-term sustainable partner.

**Role: System Analyst**

**Responsibilities:**

* Researched and **proposed applications** and systems, presenting recommendations
* Liaised with clients and vendors to resolve day-to-day problems and make **process changes**
* Participated in **design analysis** and pre- and **post-installation** reviews
* Gained knowledge of **SDLC**, and development **methodology**
* Create data **verification methods** and comply with standard system procedures
* Perform configuration management and **managed upgrade** recommendations
* Created and maintained user **account profiles** and passwords, ensuring company-wide security
* Responsible for maintaining and **updating technical** documentation for software and systems

**Environment:** Proposed Application, Process Changes, Design Analysis, Pre-post Installation review, SDLC, Verification methods, Configuration, Account Profile, Maintain and Updating Technical Documents