Sandip Patel

6x Certified Salesforce Techical Lead

Atlanta, GA

sandip.sfdc87@gmail.com

Trailhead Ranger

Apex Specialist

RANGER

TRAILHEAD

| 110+ Badges | 80K+ Points | 6 Certificates | 1 Superbadge | 20+ Skills |

A Salesforce geek, community contributor, quick learner, result-driven, self-taught and customer-facing Salesforce Techical Lead.

9+ years of professional experience to analyze, design, customize, develop, enhance, deploy and maintain Salesforce Applications on Sales, Service and Marketing cloud.

Industries/Products worked for: Manufacturer and distributor; Oil & Gas Drilling (Industrial Equipment Supplier); Financial Services; Real Estate; Enterprise Risk Management, Governance & Compliance

FIND ME HERE

Salesforce Trailhead: bit.ly/mytrailblazer
Success Story on SFDC99: bit.ly/mysfdcstory

PROFESSIONAL PROFILE

Sr. Salesforce Technical Lead, July '18 to till date
TekReliance LLC, Client - **Saint-Gobain (Marvel, PA)**

Sr. Salesforce Developer, October '15 to June '18
Stemmons Business Services Pvt. Ltd, Client - **Derrick Equipment Company (Huston, TX)**

Sr. Software Developer - SFDC, June '15 to September '15
SailFin Technologies Pvt. Ltd., Client - **Genpact (New York, NY)**

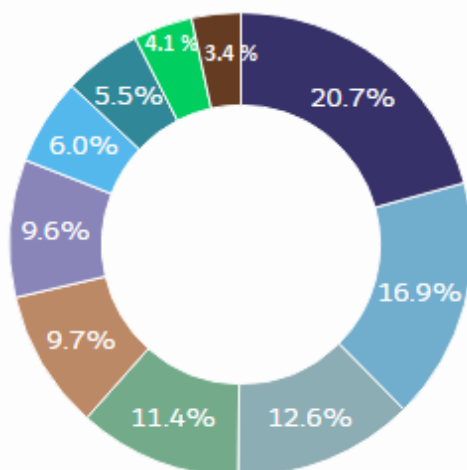**Cloud Developer (SFDC), June '13 to May '15**
Confident Enterprise, Client - **Waters Corporation (Milford, MA)**

Trainee Asp.Net Developer, Jan '13 to May '13
Softcom Technologies, Vadodara, India

SALESFORCE SKILLS

Skills from Trialhead

20.7% — Lightning
16.9%
12.6%
11.4%
9.7%
9.6%
6.0%
5.5%
4.1%
3.4%

Legend: Lightning, User Interface, General, Apex, App Logic, CRM, Visualforce, Tools, Reporting, other

EXECUTIVE SUMMARY

- Proficiency in test-driven, agile development. Worked closely with Business users for requirement gathering and business processes automation using SFDC.
- Experience in moderating technical webinars for product and futures at developer meetup events.
- Excellent code review and code debugging skills.
- Experience in developing Lightning components and applications. Deep insight to convert existing applications from Classic to Lightning experience using SLDS and custom Lightning components.
- Hands on experience in SFDC development on Sales, Service, Marketing cloud and Field Service using Apex, Visualforce, Apex Test Methods, Apex Web Service, SOQL, SOSL, Custom Setting, Custom Permissions and Force.com IDE.
- Hands on experience to integrate Salesforce with other systems (and vice versa) using SOAP, REST APIs and callouts to external web services.
- Ability to define architecture options and recommendations by analyzing and reviewing technical specifications.
- Ability to support Technical Consultants and leads in building solutions and providing technical mentoring and guidance.
- Experience on developing Lighting Web Components (LWC) and Aura Components.
- Experience on converting existing UI (VF pages) to LWC and Aura components.
- Hands-on experience on developing Salesforce solutions and functionality using LWC and Aura components.
- Strong work ethic, taking ownership of all duties and responsibilities and meeting management objectives.
- Extensive experience in analyzing business requirements, entity relationships and converting it to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
- Proficiency in SFDC Administrative tasks like creating Profiles, Permission Sets, Sharing Rules, Roles, Users, Page Layouts, Email Services, Workflows & Approvals, Reports, Dashboards, Tasks and Events.
- Extensive experience in designing Custom Formula Fields, Field Dependencies and Validation Rules.
- Extensive experience in data migration and integration using Data Loader.
- Experience in customizing and maintaining user security permissions in compliance with organizational needs.
- Hands on experience to execute and maintain start-to-end SDLC for Salesforce application from development to AppExchange listing.
- Extensive experience in releasing application, managing licenses and upgrading versions using Component Deployment, Packaging, TMO, TSO, APO, LMO, Template & Signup form, Trial Org, Test Drive Org, Patch Org, Change Sets and Push Upgrade.
- Experience in maintaining Salesforce standards to pass the security review using BURP security suite and Checkmarx scanner report.
- Experience in creating Test classes to achieve code coverage of Apex classes and Triggers as per Salesforce standards to upload the package.
- In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
- Experience in web technologies like HTML, CSS, JSP, JavaScript, WSDL, REST, and SOAP.
- Excellent communication and interpersonal skills, self-motivated, accustomed to working in both large and small team environments.

ACADEMIC BACKGROUND

M.E with Distinction, 2011 - 2013
Computer Engineering
Sardar Vallabhbhai Patel Institute of Technology, Vasad
Gujarat Technological University, Ahmedabad

B.E with First Class, 2007 - 2011
Computer Science and Engineering
Mahatma Gandhi Institute of Technical Education and Research Center, Navsari
Veer Narmad South Gujarat University, Surat

INDUSTRY EXPERIENCE

Saint-Gobain, Marvel, PA   *July 2018 – Present*

- Worked with business users to gather the functional requirements and convert it into technical specification including time estimation, resource allocation, deployment and release management.
- Worked closely with team of developers and business analysts to finalize the project scope per requirement.
- Implemented Sales and Service could applications per end users requirement and to utilize Salesforce lighting.
- Involved in technical design of the applications and resolution of technical issues during the implementation.
- Worked on Salesforce Lightning migration(LWC/Aura) from Classic to convert the UI per lightning best practices.
- Involved in deploying updates and fixes to Production org with change management and version control.
- Reporting on progress and quality, using established tooling.
- Implemented Field Service and configured it for Admins, Agents, Dispatchers and Technicians.
- Developing solutions to client problems through application of methods and tools; validates solutions to subject matter experts.
- Making key technical design decisions for field service module and across delivery engagements.
- Troubleshoot issues, resolve complex system problems, and develop and manage complex workflow rules, data validations, and object customizations.
- Design and develop integrations between Salesforce and other applications / systems.
- Perform development activities including coding and configuration as well as guide team members.
- Develop Lightning Web Components (LWC) and Aura Components to meet the requirements.
- Implement dynamic charts using LWC and ChartJS, enhance the component using LWC features.
- Develop Salesforce community pages using Lightning web components, used custom events to communicate between parent and child LWC.

Derrick Equipment Company, Huston, TX   *October 2015 – June 2018*

- Responsible for requirement gathering, analysis, and implementation by coordinating with the VPs, business analysts and sales managers to better customize and utilize the full functionality of the Salesforce.
- Developed interactive VisualForce pages and integrated it with Google Visualization API to render the data on Google map along with filters which enable end users to identify and visualize the important data quickly.
- Developed Historical and current components to track and compare market share activities and visualize it with filters in comparative charts.
- Responsible for customizing and managing the Field service module with warranty and inspection along with service cloud.
- Implemented data upload automation with Email services, batch & iterator classes, and CSV Parser logic to integrate Syteline ERP with custom and standard objects.
- Automated business processes using Apex Trigger, Schedulable class, workflow, approval process and email alert as per client requirement.
- Integrated Salesforce with Telephony system using Salesforce call center and open CTI API. Configured Softphone layouts for users as per requirement.
- Configured Service Console and Omni Channels for the agents at different hierarchy level to route the cases.
- Regularly performed database cleanup procedures. Managed ongoing support requests and administrative needs of users.
- Integrated Emma Email tool with Salesforce to synchronize Leads and Contact records between Emma and Salesforce.
- Used Sandboxes for development and testing; migrated the components to Production instance using Inbound and Outbound change sets.
- Developed interactive visualizations in Power BI using Salesforce objects as a data source.
- Performed Salesforce to Pardot integration including Pardot installation, permission sets assignment and migration from Sandbox to Production org.

- Integrated Salesforce with Microsoft Dynamics 365 using REST API to create and update data in Dynamics from Salesforce using POST, GET and PUT methods.
- Developed data upload automation for Microsoft Dynamics 365 and Salesforce using Scribe middleware tool.

Genpact, New York, NY   *June 2015 – September 2015*
- Worked on financial products to manage and reconcile accounts.
- Implemented batch and schedulable classes with code optimization for mass data comparison using apex language.
- Designed and Improved the UI of the modules as per client requirement.
- Automated the process of account reconciliation and account closing activity using Triggers, Approval processes, and Workflows.

Waters Corporation, Milford, MA   *June 2013 – May 2015*
- Involved in requirement gathering from users and provided technical support to the clients.
- Developed and maintained GRC(Risk Management) application on Force.com platform
- Developed and enhanced essential modules of 'Secure Chatter', a Chatter governance application using Chatter REST API.
- Integrated Google Visualization API with Salesforce to develop 'Heat Map', the core module of the application.
- Worked on Twitter Search API to identify risks by finding twitted word using different social configurations.
- Designed Requirement documents and functional document, Task estimation and assignment for development team.
- Designed Relationships, Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
- Worked with Organization-Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
- Created Workflows and Approval Processes to meet the Business requirements of the client.
- Created Custom Controllers to make external web service callouts.
- Worked with Apex Scheduler and Cron Expression to invoke Apex classes at regular intervals.
- Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL and SOSL queries.
- Used JavaScript, jQuery and Visualforce components to override the look and feel of standard Visualforce pages.
- Used Organization level and user level security with Custom setting to implement platform security with module license.
- Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
- Used Tabular, Summary, Matrix reports and custom report types to create Reports, Analytic Snapshot and Dashboards.
- Created and maintained Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
- Debugged Apex scripts using Debug Logs and System Log Console to catch exceptions.
- Developed test classes for apex to achieve the code coverage as per Salesforce's standard.
- Deployed metadata components using Eclipse, Force.com IDE and Force.com Migration Tool.
- Involved in Package management, uploaded major and minor versions of packages to AppExchange.
- Passed the security review and maintained AppExchange listing with latest version.
- Maintained the SDLC of the products from development to version release with trial signup.

Softcom Technologies, Vadodara, Gujarat, India   *Jan 2013 – May 2013*
- Involved in the development of presentation Logic of ASP.Net pages.

- Developed basic modules of ERP application and Ajax Controls.
- Worked extensively with data-bound controls like Grid View.
- Used Asp.Net validations Controls for client side and server side validations.
- Used JavaScript validations like Compare Validation, Regular Expression validation for client-side validation.

SEMINARS AND CONFERENCES

- Moderated the Meetup events organized by Vadodara Salesforce Developer Group and presented slides for Salesforce1 Platform and Salesforce Lightning for mobile application development.
- Participated in **National conference** on 'Power systems, embedded systems, Power electronics, Communication, Control & Instrumentation, 2013' as a Research scholar.
- Participated in one day seminar on *'MVC'.*
- Participated in one day seminar on *'SIXTH SENCE TECHNOLOGY'.*

ACADEMIC PROJECTS

- Prepared a project *'HAND GESTURE RECOGNITION'* for American Sign Language using **MATLAB** as a programming environment and **Neural Network** as a recognition technique.
- Prepared a project *'STOCKS TRAINER'*, a web application developed using **Microsoft .NET** Framework 2.0 as Front-end and Microsoft **SQL Server** 2005 as Back-end.

PUBLICATIONS

- Sandip H. Patel, Amit Dravid *'Vision Based Hand Gesture Recognition', A Thesis submitted to Gujarat Technological University* – Ahmedabad-2013.
- Sandip H. Patel, Amit Dravid '*Vision Based Hand Gesture Recognition: A Study',* National Conference on *'Power systems, Embedded systems, Power electronics, Communication, Control and Instrumentation'* – PEPCCI-2013.

Date: *(Sandip Patel)*