 **Hemangi Firake**

**Sr. Salesforce Developer/ Administrator**

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South Windsor, CT 

**Can go DAY 1 ONSITE if it’s in CT/NY or MA.**

**H4 EAD**

**Professional Summary:**

* 8+ years of experience in Salesforce.com CRM as a Skilled Developer (Lightning, Aura and LWC), APTTUS CPQ & also in-depth knowledge on Salesforce Implementation, Administration, and Integration.
* Experience in analyzing technical challenges with excellent teamwork and client facing skills.
* Good Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects.
* Experience in development, administration, configuration, Implementation, and Support of sales force CRM, Salesforce CPQ and Salesforce applications based on Apex Language and leveraging Force.com Platform.
* Experience with Oracle Big Machines Express CPQ Cloud Service for Salesforce.com to configure, price, quote, and create proposals immediately, and streamline renewals.
* Extensive experience of Sales force Administration (SFA), Profiles, Creating Roles, Page Layouts, Validation Rules, Field Updates, Time-dependent actions, and Outbound API Messages. Org-Wide default, Sharing rules, Workflows, Approval process, Reports/Graphs.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, Visual Force Pages, and Apex classes, Batch Apex and Schedulable Apex.
* Strong understanding of salesforce CPQ capabilities, limitations, and can clearly communicate those to customers.
* Worked on Integration using API REST Services & Agent Microservices.
* Experience in wide range of languages and technologies such HTML5, CSS3, JavaScript, and jQuery XML.
* Proficient in Meta Data migration and integration using tools like Data Loader, and Force.com migration Tool and workbench.
* Experience in creating Vlocity Omniscripts, Dataraptors, Cards and templates.
* Good understanding with Configure Price Quote (CPQ) - Apttus product and pricing & configuration settings as they relate to business requirements.
* Experience working with Force.com IDE and salesforce.com Sandbox environments.
* Proficient in Vlocity Deployment and integration.
* Experience in working with Visual studio code as well as Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Hands on experience in implementing and supporting Quoting tool Apttus CPQ.
* Experience in worked under the Agile Environments and worked on SOAP based API’s.
* Knowledge on Migration from Salesforce Classic to Lightning Framework Lightning components and Lightning App Builder
* Skilled in understanding and implementing the new Salesforce Lightning Experience.
* Analyzing the Scenarios for switching between Salesforce classic and the Lightning Experience.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact, Opportunity, and Products.
* Experience in configuring Apttus CPQ and working with Apttus objects to create Quotes, bundles and manage products and Cloud implementations.
* Worked on CRM Sales Cloud and CRM Service Cloud Implementation.
* Experience with integrated multi-channel marketing like social media, digital media, telephone, and print media.
* Worked on Sales Cloud, Service Cloud, and Service Max web service, Force.com Community Portal, Chatter Knowledge One and App-exchange on Salesforce.
* Developed custom UI suing CSS, HTML, Visualforce components and used jQuery, JavaScript for front-end validation
* Worked on ExactTarget / Marketing Cloud implementation for a large enterprise, including multiple business units troubleshooting.
* Good experience in working on Eclipse IDE, Visual Code with Force.com Plug-in for writing business logic in Apex programming language.
* Ability to meet deadlines and handle stress in coordinating multiple tasks in a work/project environment. Resourceful team player with excellent analytical and performance skills.

**Skill Set:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Lightening, Apex Language, Apex- Classes/ Controllers, Apttus CPQ, Vlocity (Vlocity Cards, Vlocity OmniScripts, Vlocity Data Raptors), Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, S-Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects. |
| **Salesforce Tools** | Visual Studio code, Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com CLI, JIRA, Service max, Flosum |
| **Databases** | Force.com DB MySQL 5.7/ 5.6/ 5.5/ 5.1, Oracle 11g/ 10g/ 9i/ 8i, Microsoft SQL Server 2017/ 2016/ 2014/ 2012/ 2008R2/ 2008/ 2005/, DB2, Java DB |
| **Languages** | Java, HTML, Java Script, CSS DHTML, SQL. |
| **Operating Systems** | Windows/ XP/ Vista, Windows Server 2016/ 2012 R2/ 2012/ 2008 R2/ 2008, Linux. |

**Client: Verizon**

**Location: Irving, Texas**

**Role: Sr.** **Salesforce Developer/ Administrator**

**Duration: July 2022- Till Date**

**Description**: **Verizon Partner Solutions** is a reliable wholesale service provider of global voice, data and Internet solutions. With comprehensive expertise and experience in delivering innovative network solutions, VPS is keenly focused on the diverse needs of your business.

**Responsibilities:**

* Understanding and gathering business requirements from the client/onshore team.
* Worked directly with clients to lead track, facilitates business process analysis sessions, develops and delivers key components of technology solutions.
* Development of the custom functionality using Lightning components, Apex classes and JavaScript.
* Involved in Design and Development of Communities using Vlocity Templates, Ominiscript Designer.
* Handled product flow that creates Quote and Order.
* Created B2B Products involving Rest Services and display pricing based on Quote and Quote line items.
* Developed batch classes for scheduling on daily basis to update data.
* Creation of custom settings and custom labels.
* Customization and configuration of Sales force data model as per requirement.
* Development of the test classes for unit level testing.
* Created Custom Object fields in Salesforce to support Vlocity Omniscripts, Dataraptors and Cards.
* Designed very complicated Visual force pages & web forms using JavaScript, CSS3, Bootstrap, HTML5, and Controllers.
* Built complex and Reusable components in Vlocity.
* Made new feature enhancements on Service cloud, Sales Cloud and Community cloud using Lightning and Vlocity.
* Reviewing the code and bug fixing along with monitoring performance, modification of queries and sending data to database
* Developed integration processes using Salesforce.com, Web Services API and third-party integration tools (Apex Data Loader, Informatica, etc.) Designed, developed and deployed Apex Classes, Controller Classes, and Apex Triggers, packages for various functional needs in the application.
* Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader.
* Worked on data migration from databases to SFDC using Data Loader.
* Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.

**Environment**: Agile/ Scrum, HTML, Visualforce, SOAP, REST, LWC, JavaScript, ETL, Apex, Salesforce, CPQ, Vlocity (Vlocity Cards, Vlocity OmniScripts, Vlocity Data Raptors), Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Rest API, UAT.

**Client: UHG,**

**Location: Minneapolis MN**

**Role: Sr. Salesforce Developer/ Administrator**

**Duration: Oct 2020- July 2022**

**Description**: **UnitedHealth Group** is a health care and well-being company with a mission to help people live healthier lives and help make the health system work better for everyone. UHG also known as OPTUM,

Optum delivers care aided by technology and data, empowering people, partners and providers with the guidance and tools they need to achieve better health. UnitedHealthcare offers a full range of health benefits, enabling affordable coverage, simplifying the health care experience and delivering access to high quality care.

**Responsibilities:**

* Worked on developing applications using Agile/Scrum Methodology.
* Accomplished on Data Loader, which helps us to perform CURD operation with the help of CSV files.
* Created Users, Roles, and Profiles, security controls, Territory implementation, shared settings
* Developed and deployed various Custom Objects, Master-Detail, Lookup relationships, Formula fields, Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Designed and implemented solutions to migrate customer information from dynamic CRM to Salesforce using MuleSoft and Salesforce with Integration best practices.
* Developed various Apex Classes, Apex Triggers, and Controllers for various needs in the application.
* Implemented Salesforce CPQ, enhanced functionalities to make the Sales operations smoother, more aggressive and automating quoting, contracting and billing processes.
* Created Custom Object fields in Salesforce to support Vlocity Omniscripts, Dataraptors and Cards.
* Designed very complicated Visual force pages & web forms using JavaScript, CSS3, Bootstrap, HTML5, jQuery, Angular JS, and Controllers.
* Built complex and Reusable components in Vlocity.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Designed and Developed customer solutions in Vlocity, visualforce, Apex, CSS, and JavaScript.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Made new feature enhancements on Service cloud, Sales Cloud and Marketing cloud using Lightning and Vlocity.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Develop various re-useable lightning web component and aura components for Salesforce and Salesforce Community.
* Worked on Vlocity Salesforce AppExchange App and various Omni-scripts to build custom user-friendly UI for create and edit actions with core Vlocity team.
* Configured product and pricing setup using CPQ (Apttus)/ Product consoles which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing and asset pricing.
* Applied Design variations & custom Aura design tokens to the Base Lightning Components, Aura components and Lightning web components.
* Hands on experience working with Local Folsom for deployment between sandboxes.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Responsible for Administering Salesforce.com Application and Apttus CPQ (Products, Product Options, Product Rules, Constraints and configuration Attributes).
* Worked with standard Salesforce objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Setup Marketing Campaigns, Assignment rules, Web-to-Lead and Auto-Response rules.
* Rewriting the classes according to trigger framework &client standards
* Experience using Salesforce Meta Data Migration using Data load tools: Workbench, Jitterbit Data Loader, Informatica, Apex Data Loader and Salesforce API Data Loader.
* SalesForce.com integration experience, worked on many integrations tool like canvas, API integration
* Created customized UI as per the client and application requirements using Visualforce
* Worked with business owners to understand their requirements for Salesforce Marketing Cloud, Service Cloud, Chatter & App-exchange applications.
* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* Designed and configured complex journeys using activities within the Journey Builder and launched in the production after thorough testing
* Created integration with CPQ and CLM applications.
* Conduct technical design reviews and demos to the customer (IT and business)
* Create user manuals for new applications and train users till total adoption

**Environment**: Agile/ Scrum, CRUD, CSV, Apex, CPQ/ APTTUS CPQ, Vlocity (Vlocity Cards, Vlocity OmniScripts, Vlocity Data Raptors), JavaScript, CSS3, Bootstrap, HTML5, jQuery, Angular JS and Controllers, SOQL, SOSL, Lightning, Aura, Workbench, Jitterbit Data Loader, Informatica, Apex Data Loader, Salesforce API Data Loader, Salesforce Marketing Cloud, Service Cloud, Sales Cloud, Chatter, App-exchange.

**Client: AgFirst**

**Location: Columbia, SC**

**Role: Salesforce Developer/ Administrator**

**Duration: Nov 2018- Oct 2020**

**Description:** AgFirst Farm Credit Bank has been lending financial and business support to agriculture and rural America for more than a century. As a $37 billion company, AgFirst are prepared to meet tomorrow with a progressive mindset and a passionate workforce by continually adapting to changes in the technology and business landscape. These lenders provide loans to rural home and land buyers and to agricultural operations of all sizes. AgFirst cooperative business model ensures to share their partners’ values, goals and vision for the future.

**Responsibilities:**

* Broadly worked on agile methodology and attended Everyday status/standup meetings.
* Created custom buttons and links on the Account and Relationship Group object for producing auto Reports.
* Used SOQL and SOSL for data manipulation.
* Created the Reports and Dashboards as per the business requirements.
* Integrated Salesforce.com with an external application using SOAP, REST-based web services.
* Created and used Email templates in HTML and Visualforce.
* Configured the GitHub to maintain the different versions in common development environment.
* Experience in using Salesforce Lighting UI for development and testing.
* Responsible for Creation and Deployment of Custom objects, Fields, Tabs, Relationship’s, Page layouts, Record types, Validation rules, and Automating Workflow rules, Flows, Processes and Auto-Response Rules.
* Involved in Pricing Configuration and Product Configuration into APTTUS CPQ using some advanced principles of Salesforce.
* Worked on CPQ project to handling issues on ongoing project.
* Implemented CPQ solution using Apttus CPQ.
* Worked on Vlocity for sales cloud service and Marketing cloud for user friendly UI.
* Data migration from traditional systems to the Salesforce platform using the API and data load techniques and familiar with ETL tools.
* Experience in Design and Development of Visualforce components, Customer Controllers, Apex Classes, Trigger, Batch and Schedule Apex for Custom applications.
* Worked on Salesforce CPQ pricing using list, cost/ markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Developed Vlocity Integration Procedures, Vlocity Data Raptors, Vlocity Cards, Vlocity Templates, Vlocity Decompositions and Vlocity omni scripts Design.
* Expertise in advanced APEX/ Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Worked on integrating Outlook with Salesforce using Outlook Integration and Lightning Sync.
* Developed &delivered Agent microservices and integrated to the client database for to &from flow of the data.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud.
* Created Omniscripts, Dataraptors and Vlocity Cards.
* Configured tasks using CPQ and Opportunity Management.
* Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Worked on Vlocity Product set up and Attribute design and Calculation Matrices.
* Hands-on experience in Web Services SOAP or REST APIs, Single Sign-On / Identity Management for interacting with external systems via Salesforce callouts.
* Building automation scripts, gherkins, step definitions and various methods for positive, negative, and end-to-end testing of REST API's
* Worked with **Informatica ETL team**for creating Data mapping for source and target systems
* Developed Test Classes to achieve code coverage and Responsible for deploying metadata into UAT and Production sandboxes using Change Sets.

**Environment**: Agile/ Scrum, SOQL, SOSL, HTML, Visualforce, SOAP, REST, LWC, JavaScript, ETL, Apex, Salesforce, CPQ/ APTTUS CPQ, Vlocity (Vlocity Cards, Vlocity OmniScripts, Vlocity Data Raptors), Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Rest API, UAT.

**Client:** **State of South Carolina**

**Location: Columbia, SC**

**Role: Salesforce Developer**

**Duration: Aug 2016-Nov 2018**

**Description:** The Office of the State Auditor (OSA) serves as the independent audit function for the State of South Carolina. The OSA is organized into three service delivery divisions: State Agency, Medicaid and Internal Audit Services. The state has eight metropolitan areas, including Anderson, Charleston, Columbia, Florence, Greenville, Hilton Head, Myrtle Beach and Spartanburg. Great universities and colleges, minimal commute times and friendly people make South Carolina the ideal place to build your future.

**Responsibilities:**

* Built marketing camping reports in Salesforce and utilize it as a main source of data to integrate with Marketing Cloud.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports, and dashboards.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Developed apex REST web services classes for external applications accessing salesforce.com data with restricted access.
* Managed different versions of the code using GITHUB and deployed the changes to higher environment.
* Integrate features developed using Visualforce pages, Lightning Aura Components, and lightning web component
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Planned and performed analysis of e-support activities and/or functions and guides the subsequent design and implementation or improvement of existing support applications
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for integrity of the data.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Performed Unit, Integration and Regression Testing.
* Developed Custom code for SFDC application and developed custom code for Meta data migration and integration.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Implementation of Salesforce Service Cloud from Business case to operation

**Environment**: Salesforce.com platform, Apex Language, Visual force Pages, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Sales force, Sandbox

**Client: State of Georgia**

**Location: Atlanta, GA**

**Role: Salesforce Administrator**

**Duration: Aug 2015 - Jun 2016**

**Description:** The Department of Community Health’s Decision Support Services (DSS) Team housed within the Division of Information Technology is responsible for data reporting and analytics. The team uses multiple systems, which include MMIS reporting repository administered by HP and a Decision Support System and Data Warehouse (DSS/DW) supported by Truven Health Analytics. All reporting systems include access to Medicaid enrollment, medical and pharmacy data for both Fee-For-Service and Managed Care populations.

**Responsibilities:**

* Worked as an Administrator as well as web developer as per the project and client requirement.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Experienced the whole designing and development of whole project.
* Created user accounts and managed the profiles and worked on role hierarchy and sharing rules to configure visibility.
* Developed automatic workflows and approval process for sales opportunities, quote discounts and lead counting.
* Created Custom profiles, public Groups, and roles to distribute user rights and functionality.
* Created an interactive UI to improve customer experience while recording the damage incurred to the property using Visualforce pages.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.

**Environment:** Spring 2.0, JSP 2.0, Servlets 2.4, JDK1.5, Oracle9i, AJAX, Java Script, Hibernate, HTML, XML, CSS, CVS, Eclipse, SOAP, WSDL, Web Services, SQL, PL/SQL, JMS, Eclipse, Windows XP.

**Education Details:**

* Master of computer application from Nagpur University, India.

**Certifications:**

* Certified Salesforce Platform Developer 1, Credential ID – 23037973.
* Salesforce Certified Administrator Credential ID 22972915.