Laxman Patel

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Professional Summary

5x certified Salesforce developer with 5+ years experience in client oversight and issue resolution. My qualifications include being organized and dependable, capable of managing multiple priorities with a positive attitude, and producing detailed technical specifications based upon client requirements within the specified deadlines. I am looking for a position as a Salesforce Developer with an ambitious company that allows the use of developer certification, offers opportunities for career advancement, and allows creative freedom while maintaining high standards of quality control.

Technical Skills

Salesforce Service Cloud, Sales Cloud, Experience Cloud, Force.com, Apex Code, SOQL, SOSL, Visualforce Pages, HTML, JavaScript, Web Service APIs, Integration, Batch APEX, Lightning, LWC (Lightning Web Components), Declarative Customization, Process Builder, Workflow Rules, Validation Rules, Integration Patterns, REST,, Platform Developer.

Salesforce Certification: *Salesforce Certified Administrator, Salesforce Certified platform developer 1, Salesforce Certified App builder, Salesforce certified Sales cloud consultant, Salesforce certified service cloud consultant.*

Professional Experience

DIFC , DUBAI (Contract) | Team Lead /Senior Salesforce Developer| Nov 2024 –

- Implemented and integrated complex workflows, triggers, and components to meet business requirements.
- Worked closely with cross-functional teams, including business analysts, project managers, and quality assurance, to ensure successful project delivery.
- Designed and developed custom Sales force solutions using Apex, Visualforce, and Lightning technologies.
- Manage production support for bugs and task.
- Implement LWC and Flow to handle the new business process .

Deloitte USI, Banglore | Senior Salesforce Consultant| Nov 2023 –Oct 2024

- Designed and developed custom Sales force solutions using Apex, Visualforce, and Lightning technologies.
- Implemented and integrated complex workflows, triggers, and components to meet business requirements.
- Worked closely with cross-functional teams, including business analysts, project managers, and quality assurance, to ensure successful project delivery.
- Conducted comprehensive code reviews, enforcing best practices and coding standards, resulting in a consistently high-quality codebase and robust Salesforce platform.
- Continuously optimized existing Salesforce solutions, identifying and addressing performance bottlenecks, enhancing scalability, and ensuring the maintainability of the platform.

Project : LYFT MEDIA (Sales Cloud):

Project Duration:- Nov 2023 to Dec 2024`

Project description - Media is the first and only media platform specifically designed to engage with users throughout their transportation journeys. Our comprehensive network includes media in the car, on the streets, and in the app.

RESPONSIBILITIES:

Designed and developed custom Salesforce solutions using Apex, Visualforce, and Lightning technologies. Implemented and integrated complex workflows, triggers, and components to meet business requirements.Worked closely with cross-functional teams, including business analysts, project managers, and quality assurance, to ensure successful project delivery.

Tools/Technologies: Service Cloud | Apex | Lightning Web component| Validation Rules| Flows | Github | Changeset

Salesforce,Bengaluru | Salesforce Developer| Sept 2022 – NOV 2023

- Assist third-party developers to troubleshoot their integration with salesforce.com APIs, Apex, Visual force and implementation of other salesforce.com developer products. This will involve debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved.
- Write sample code, client libraries, and contribute to Open Source projects.
- Create knowledge base materials dedicated towards operational efficiency while also empowering and enabling the developer community
- Resolve customer service issues and skillfully manage complex customer service problems.
- Manage customer's expectations and experience in a way that results in high customer satisfaction.
- Assist with the design and delivery of product and other technical training.
- Review support cases for technical and troubleshooting accuracy.
- Identify product and services up-sell opportunities and describe Sales force solutions to customers in a way that is articulate, accurate, and persuasive. Complete assigned project responsibilities.

MTX Group Inc. | Consultant-Salesforce Developer | Jan 2020 – Aug 2022

- Designed and developed custom Salesforce solutions using Apex, Visualforce, and Lightning technologies.
- Implemented and integrated complex workflows, triggers, and components to meet business requirements.
- Worked closely with cross-functional teams, including business analysts, project managers, and quality assurance, to ensure successful project delivery.
- Managed end-to-end development cycles, including requirements gathering, design, development, testing, deployment, and support.
- Identified and resolved technical issues, analyzed root causes, and implemented timely solutions.
- Maintained and enhanced existing Salesforce applications to improve performance, scalability, and functionality. Supported clients with business analysis, documentation, and data modeling.
- Contributed to the development and implementation of best practices and standards for Salesforce development within the organization.
- Hands-on experience with Ringlead as a CRM tool for performing CRM-related activities.

NYSERDA - MANAGED SERVICES

Description: A complete comprehensive system built on Salesforce for handling multiple energy-related programs. Nyserda promotes energy efficiency and the use of renewable energy sources. It enables New York's communities and residents to benefit from energy efficiency and renewable energy.

- Implemented the customized approach with salesforce features to provide the solution to manage the process.
- Utilized best practices to perform operational support, enhancements, and bug fixes.
- Worked on Visualforce Page, Apex, Triggers, and Reports.
- Performed duplicate management for the NYERSDA System's accounts and contacts, by creating multiple jobs in the Ringlead system.

<u>Some Major Projects Worked On :</u>

Project 2 NYSERDA (SERVICE):
Project Duration:- Oct 2021 to Nov 2022
Project description - Description: A complete comprehensive system built on Salesforce for handling multiple energy-related programs. Nyserda promotes energy efficiency and the use of renewable energy sources. It enables New York's communities and residents to benefit from energy efficiency and renewable energy.

RESPONSIBILITIES:
· Implemented the customized approach with salesforce features to provide the solution to manage the process.
· Utilized best practices to perform operational support, enhancements, and bug fixes.
· Worked on Visualforce Page, Apex, Triggers, and Reports.
· Performed duplicate management for the NYERSDA System's accounts and contacts, by creating multiple jobs in the
· Ringlead system..

Tools/Technologies: Service Cloud |Trigger |Lightning Web component| Validation Rules| Flows | Github | Changeset

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Project 3 VT: SOS Vermont Business Portal + Maintenance :
Project Duration:- Mar 2020 to Nov 2020
Project description - Worked as a developer for developing a Business Portal for the State of Vermont based on the Salesforce Digital Experience to digitalize the process of business registration, transfer, etc. Worked on LWC Framework, APEX side Data Handling, and Salesforce Configurations.
RESPONSIBILITIES:
· Utilized best practices to perform operational support, enhancements, and bug fixes.
· Worked on Visualforce Page, Apex, Triggers, and Reports.
· Implemented the customized approach with salesforce features to provide the solution to manage the process.
· Performed duplicate management for the NYERSDA System's accounts and contacts, by creating multiple jobs in the

Tools/Technologies: Community Cloud, Apex, Lightning Components, SLDS, JavaScript, Triggers, Configurations. Auth providers for login users with Facebook, Google into the community.

Project 4 CMU University Portal (Customer Community Cloud) :
Project Duration:- Dec 2020 to Feb 2021

Project description - CMU University Portal (Customer Community Cloud) Worked on both frontend and backend for creating a Portal for University students to get all updates for the events/programs/news/groups/awards running in university providing a common platform for everything. Additionally, it provided the Directory search feature for existing, as well the alumni members.

RESPONSIBILITIES:
 Identified and resolved technical issues, analyzed root causes, and implemented timely solutions.
· Maintained and enhanced existing Salesforce applications to improve performance, scalability, and functionality.
· Supported clients with business analysis, documentation, and data modeling.
· Contributed to the development and implementation of best practices and standards for Salesforce development within the organization.
· Hands-on experience with Ringlead as a CRM tool for performing CRM-related activities.

Tools/Technologies: Service Cloud | Community cloud| Aura| Trigger|Batch| Apex | Lightning Web component| Validation Rules| Flows | Github | Changeset

Education & Certifications

- Salesforce Administrator Certified
- Salesforce PlatForm App builder
- Salesforce Platform Developer 1
- Salesforce Ranger
- 4 Star programmer on Codechef.
- Ranked twice under 1000 among the top Coder in the World.
- 5 Star in Problem Solving, C++, and Python on Hacker rank.
- Ranked 1200 out of 10,805participants in the Code chef contest.