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| **Salesforce** * Salesforce Configuration
* Salesforce Customization using APEX/VF/Lightning Components

**Key Technical Skills & Knowledge*** SalesForce.com (Configuration, Customization)
* Force.com (Apex, Visual Force)
* HTML, Java-Script, CSS
* Sales/Service Console
* Salesforce Data Loader
* Change Set
* Ant Migration Tool
* Process Builder

**Domain Expertise & Solutions*** Customer Relationship Management
* CMT
* Customer Service
 |  | **SreeBalaji Sampath Mobile: +91 9843924378****E-mail**: sreesam1893@gmail.com **WhatsApp No: +601135583200****Profile Summary** SreeBalaji has 4.5 years as Electrical Engineer and 4.5 years in IT Industry with total 9 years of experience. Having 5+ years of experience in Salesforce.com Configuration, Customization and Integration. He has great experience in customization in salesforce platforms utilizing Force.com specifically Apex, Visual force, Custom lightning components. He has experience in designing customized salesforce solutions using salesforce best practices and industry standards resulting in highly configurable and scalable platform solutions. He is up to date with the capabilities that salesforce offers and strives to achieve excellence every day. He has been part of multiple successful clients facing engagements, experienced team lead, highly motivated and has excellent communication skills. He has a tremendous thirst to learn new technologies and is a fast-self-learner. As a valued team member, He has excellent collaboration and team building skills and builds a great rapport with his peers.A brief overview of skill sets mentioned below:* 1 years experience in Salesforce Lightning component development using Aura framework.
* Strong Knowledge in Salesforce Administration and Customization, Data Validation, Custom Objects, Fields and their Relationships (Master-Detail & Lookup), Profiles and Permission sets, Sharing Rules and Data Loader.
* Experience in creating Roles and setting up Org Structure.
* Worked on Record types, Page Layouts, Picklist values.
* Knowledge in customization, architecture, design, developing and implementing of application on the Force.com platform.
* Experience in writing Apex Classes, Apex Triggers, Batch Apex, Visualforce in enterprise design pattern.
* Hands on Experience in developing Web Service REST and SOAP API’s.
* Good knowledge in salesforce CRM features like Workflows, Approval Process, Sharing Settings, Portals, Reports and Dashboards.
* Good comprehensive knowledge in handling smooth implementation and deployment of the applications from Sandbox to Production by using changeset.
* Experience in uploading data by using Data Loader and Salesforce import wizard.
* Excellent group collaboration, communication skills with leadership qualities.
* Experience in working fast-paced, deadline-oriented environments.
* Experience in designing and implementing salesforce object model and master data model to drive business functionality.

**Technical Skills*** Languages: Apex.
* Salesforce Technologies: Apex Classes, Triggers, Visual force Pages, Visualforce components, Lightning components
* Framework: Force.com.
* Web Technologies: HTML, JavaScript, CSS
* Operating System: Windows family.
* Tools: Force.com IDE, Eclipse, Apex, Workbench, Data Loader
* Deployment tools: Change sets, Eclipse and ANT
* Collaboration tools: rally and JIRA
* Code Review Tools: Crucible

EMPLOYMENTSenior Salesforce DeveloperGM Tech SolutionsCurrent work location –Kuala Lumpur, Malaysia *Dec 2019 at present*Salesforce DeveloperS V Novel Softwares Pvt. Ltd. Current work location - Mumbai*March 2017 to Nov 2019*Electrical EngineerAlmoyyed International GroupWork location – Doha, Qatar *Apr 2016 – Dec 2016*Electrical Engineer Schneider Electric IT Business, India Private LimitedWork location – Bangalore *June 2012 to Apr 2016***Project Experience****Client**: Cisco Systems**Duration**: Apr 2020 to till date**Designation**: Application Development Team Lead**Location**: Kuala Lumpur, Malaysia**Project Name**: Cisco C360**Project Description**:Previously Cisco is using a Java application that is dealing with all their Accounts. Later they started the processing with Account management and partner involvement where they need to be working with the customers and also partners directly. So all these factors made Cisco to choose an application, which will help them to work as a CRM. At a same place Service/Sales cloud implementation using Salesforce Lightning Components, developed many new functionalities to deliver in CSE console.**Roles & Responsibilities:*** Documented the high-level solution and provided detailed estimates, provided technical guidance and be a technical mentor to SCRUM team for end to end Agile Implementation.
* End-End application ownership functionally & technically
* Implemented Salesforce Lightning components with Apex Controllers.
* Implemented Flows, Lightning components with flows.
* Involved in Code review, optimization and fixing review comments
* Created pre-sprint technical design and involve in grooming activities
* Worked on proof of concepts to gauge business feedback on the proposed solution design and understand areas of improvements and enhancements to the design.
* Performed technical reviews, lead and co-ordinate cross-functional team’s technical discussions and recommend best practices and optimization.
* Setting up Standards and Guidelines for the development team to achieve quality production code that powers critical services and products to Cognizant Clients.
* Manage mock data load activities to line up to production data migration.
* Involved in providing support for critical defects and production issues, work and provide technical guidance to cross-functional teams involve in various technologies to ensure issues are resolved within SLA. Perform other duties and responsibilities as assigned.
* Delivering the build through successful validation and deployment to the Production.

**Client**: Cisco Systems**Duration**: Dec 2019 to Mar 2020**Designation**: Application Development Senior Analyst**Location** – Bengaluru, India**Project Name:**  Cisco Service Cloud**Project Description:**Worked on Cisco service cloud implementation, developed a lot of enhancements per business needs following the industry best practices. Role is as an Individual contributor overseeing end to end process.**Roles & Responsibilities**:* Analyzing the business requirement of the userstories and their impacted areas.
* Developing the requirement with proper solution and documentation and proper unit testing.
* Improving the overall health and performance of Salesforce. Its deals with removing unwanted and unutilized fields, classes, pages and its reference. It also deals with consolidating triggers by following salesforce best practice of having one trigger per object.
* Implemented REST API’s services.
* Implemented POC’s on Lightning Components.
* Involved in code review of team members
* Involve new team members in development and provide them with the understanding of the existing system.

**Client**: Imperial Brands**Duration**: June 2018 to Nov 2019**Designation**: Senior Salesforce Developer**Location** –Mumbai, India**Technologies Used**: SalesForce.com CRM Application Platform, Apex, Visual Force, Data Loader, Workbench, Email Templates.**Project** **Name**: Custom platform implementation for sales teams**Project Description:** ITG (Imperial Brands) is the 3rd highest company for tobacco products. ITG 360 has migrated the application from SAP to SFDC (Salesforce). ITG 360 Application helps the Salesperson to do call planning for the activities such as: Stock management, Retail Audit, Take Orders and also Contracts and Agreements. This application is developed using most of customization part of Salesforce Platform such as: profiles, Permission Sets, Cases, Data Migration.**Roles & Responsibilities:*** 6 months of experience as Onsite – Co-coordinator in Nederland (Client location) for supporting the salesforce Applications and coordinating with team and client to provide the better support.
* Migrating the data from Siebel to Salesforce as per the business requirements.
* Experience in Service. Now ticketing tool and incident management.
* Analyzing the root cause for the issues/incidents and effectively addressing the application users with in the time bound.
* Communicating and having good interaction with clients, markets and application users for better support.
* Monitoring the system failures and analyzing the root cause and highlighting to development team.
* Monitoring the application failures and raising the defect with development team with proposed possible solutions.

**Client**: Genpact**Duration**: Apr 2017 to Apr 2018**Designation**: Salesforce Developer**Location** – Mumbai, India**Project** **Name**: Order to Cash Application**Technologies Used**: Apex, Visual force, Custom Settings, Reports & Dashboards, Changeset.**Project Description:** **Genpact Limited** is a multinational business process outsourcing and information technology services company. Order To Cash application is developed in Salesforce platform which helps the patient to order the medical equipment’s as per doctor’s prescription using their health insurances and also financial assistance is provided as per the government rules. This also has some Web Services created for Product Pricing and third-party integrations for shipping, billing.**Roles & Responsibilities:*** Created objects, custom fields, custom settings, reports and dashboards.
* Implemented Visual Force Page, and Apex Class and Apex Trigger for smaller modules.
* Implemented test class achieve test coverage for the apex class being coded to be ready for deployment
* Involved in the process of deploying the code from Sandbox to Production environments through change sets.

**Certifications and Awards*** Awarded Best Sales Warrior Category on 25th Sep 2013 (Electrical Projects TAT Achievement)
* Awarded Best Service Engineer in Burnout Category on 31st Oct 2014 ( TAT Achievement )
* Awarded A-Team Award by manager to our team.
* Appreciation mails from application end users for better support within the deadline.
* Awarded Best momentary Award -2016

**Qualification**Dip. In Electrical/Electronics Engg (2008-2012) | PSG College of Technology Coimbatore | GDPA – 9.0 **Personal Details****Name: SreeBalaji Sampath****Father’s Name: Sampath****Date of Birth: 01/08/1993** **Gender: Male****Age: 28 yrs.****Marital Status: Single****Nationality: Indian****Language Known: English, Hindi, Telugu, Tamil, Malayalam, French, Malay****Personal Interests: Travelling, reading novels, Playing Chess****Passport Number: Z4468392****MYR Emp.visa No: ESD/14201/66144/JKAKTI908853****Present Address: No.16, Raja Rajeshwari bhavanam, Light house Street, Coimbatore - 641001** |