**Sampath P.** 

**Email**: ssampath000@gmail.com

Phone: 628-502-7046

**Summary:**

* 7 years of work experience as a **Certified Salesforce Administrator/Developer** with experience on **SF Marketing cloud Administrator/Developer.**
* 3 years of **Salesforce project development** experienceandinvolvedin the initial salesforce Rollout process.
* Extensive experience in **configuration, and customization, Administration, Data Migration and Integration tools like Apex Data Loader etc.**
* Experience in **SFDC development using Apex classes and Triggers, Visual force, Force.com IDE, SOQL and SOSL.**
* Experience in **configuring salesforce and marketing cloud applications like Pardot.**
* Experienced working with various App exchange products or **CPQ** products like Salesforce **CPQ** (formerly Steel Brick **CPQ**), IBM sterling **CPQ**, **APPTUS**.
* Implemented **Quote to Cash (Q2C)** in multiple projects
* Understanding **Quote to Cash** processes and how they drive Service Provider performance.
* Skilled in Salesforce **CRM, Apttus CLM & CPQ**
* Experience in working on the **CPQ platform applications like Steel brick.**
* Experience in Supporting the different modules in Salesforce like **Sales & Marketing Team.**
* Experience in managing multiple **Orgs.**
* Developed enterprise **Einstein** **analytics** Wave analytics) strategy, with focus on business engagement, data governance, data architecture and advanced visualization / analytics capabilities.
* Experience developing solutions for the **Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ) systems including X- Author for Word &Excel**, development of clause libraries and contract templates.
* Experience in working on **Salesforce Communities.**
* Experience in working on the **CI/CD tools like Auto Rabbit, inbound and outbound changesets.**
* Ability in SFDC Administrative tasks such as **creating Profiles, Users, Roles, Tasks and Actions, Dashboards, Reports, Validation Rules.**
* Exposure to **Dreamforce, Salesforce DX Open Beta.**
* Excelled in working with various **Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.**
* Used different data tools - **Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, and Mass Delete.**
* Good Experience working with Salesforce **Non-Profit Success Pack (NPSP).**
* Good experience in **supporting the stakeholders on live phone calls by depending on the requirement.**
* Experience in working on **multiple sandboxes and deploying into production.**
* Experience in Agile environment and SDLC
* Experience in Salesforce **SOQL, SOSL.**
* Good Experience on **Ms Excel Pivot Tables, VLOOKUP’s**
* More Familiar with the Non-Profit Starter Pack.
* Good experience on earning badges in **Salesforce Trailhead**
* Managed around 2500+ Users by supporting the sales and marketing teams Remotely.
* Experience with **Salesforce Chatter.**
* Experience with Salesforce **Data Cleansing Tools like Dupe Blocker, Demand Tools**.
* Hands on working experience in User Management, Role Hierarchy, Custom Profiles creation, Public Groups and **List Views, Queues, Process builders.**
* Experience in developing Custom **Objects, Custom Controllers, Administration, Configuration, Customization, Implementation, Data Migration and Support of Sales force CRM.**
* Experience in Providing **Tier 1 &Tier2 end User Support including User Training and performs daily Administration.**
* Experience in Salesforce **Administration and Customization, Data Validation, Sales, Marketing, Chatter, Customer Service and Support Development team.**
* Experience in developing **Validation Rules, Workflows and Approval Processes for automated alerts,** new Tasks, field updates, and Email generation according to application requirements.
* Created **Record Types, Page layouts, Search layouts to organize fields, custom links, related lists, and other components on record detail and edit pages.**
* Implemented **Pick lists, Dependent pick lists, Lookups, Junction objects, Master detail relationships, Validation and Formula fields to the custom objects.**
* Experience in **Lead, Case management, Web-to-lead, Web-to case, Email-to-case, Queues, List Views, Process Builder.**
* Experience with Salesforce **Lightning UI to bring Salesforce into the responsive UI era of web-based applications.**

**Certifications:**

Salesforce Admin, **ADM 201**

**Technical Skills:**

Salesforce Technologies: Force.com, Data.com, Apex deployment Tools, Force.com Explorer, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, SOQL.

**Salesforce Tools:** Apex Explorer, App Exchange, Data Loader, SOAP API, Salesforce CPQ (Steelbrick)

**Web Development:** HTML, CSS.

**Languages**: Java, C, SQL

**Operating Systems:** Windows, Mac OS, RED HAT LINUX

**Experience:**

**Cisco Systems San Jose US, May 18 – Present**

**Salesforce Administrator/CPQ Analyst**

**Responsibilities:**

* Managing around 3000+ Users.
* Working on **JIRA & TFS** for User stories/Bug tracking using **Kanban and Scrum methodologies.**
* Using **version control tools like GIT.**
* Working on the **Configure Price Quote applications like Steel brick.**
* Familiar with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with **Steel Brick CPQ.**
* Prepared training plan and trained colleagues/client on **CPQ** and **Quote to Cash.**
* Built **CPQ** **Quoting** & **Product** **configuration**, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual **SKU** level.
* Built a apex program to load the **CPQ** configurators. Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
* Working on Salesforce **Marketing Cloud to** create **journeys** using **Journey Builder** and sync data from Salesforce **CRM** to **Marketing Cloud** andback.
* **Designing and build out the marketing newsletters** from scratch in salesforce and execute customized solutions, such as API integration and using **Data Extensions, by leveraging Salesforce Confidential (SFMC)**
* Used **Journey builder** in running more than **70 different campaigns** along with **Automation Studio and Content Builder.**
* Create emails in Exact Confidential using **content build** and html.
* Working on **Mass Mailer, Vertical Response App** & other External Apps installed from App exchange to send the marketing newsletters.
* Experience in **designing and developing the newsletters by using HTML, CSS, XMLJavaScript, JSON**
* Customizing privacy specifications and settings, back up data, monitor and maintain data exports, and create mail merge.
* Customized the **Apttus product and CLM by using Salesforce features like triggers, VF pages.**
* Experience **as QA before sending the emails out into production.**
* Managing multiple **Salesforce Orgs** and building up the **Salesforce Communities** as per the requirement.
* Working on creating the Salesforce Reports in **Tabular, Summary, Joined and Matrix for Data Analysis.**
* Good Experience in **Salesforce Einstein Analytics dataflows and dynamic dashboards.**
* Working on **creating Einstein dashboards.**
* **Training and supporting the internal users on live calls and to resolve the issues.**
* Good experience in **building** **applications on salesforce Lightning platform.**
* Involved in Developing **Apttus Approval Process and worked on X-Author tool for Contracts.**
* Migrated the developed components from **Sandboxes to Production and taking care of Test Classes.**
* Good experience in working on the **code deployments into production environment.**
* Good experience in **content builder, content**
* Working on **Queuing the task on Service Cloud.**
* Collaborated with the business users to understand the Re-org process and identified its impact on **Einstein** **analytics** **dashboards.**
* Experience with **Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.**
* Working on the **Lightning Aura components.**
* Used Salesforce.com developer toolkit including **Apex Classes, Controllers and Triggers.**
* Working **Force.com, Apex controllers, Visualforce and custom objects.**
* Performed customization **using Apex and Visualforce**
* Performing day-to-day **Salesforce operations including data loading/data entry/data clean-up by using demand tools, dupe blocker.**
* Support colleagues by creating and scheduling export and import of data, reports and dashboards and mailing lists for fundraising appeals and activities.
* Data Import & Export using **Data Loader & Data Import Export Wizard.**
* **Security, Sharing, Profiles, and Roles**
* Creating custom fields, objects.
* **Working on Process Builder, Sharing settings.**

**Environment:** Saleforce.com platform, Data Loader, Workflow & Approvals, Reports &Dashboards Custom Fields, Formula Fields, Custom Tabs, Email Services, Security Controls, Sandbox Testing.

**Universal Giving. San Francisco US, May 17 – Apr 18**

**Salesforce Administrator (Remote)**

**Responsibilities:**

* Working under Director of Operations & CEO.
* User Management
* Experience working
* Performing day-to-day Salesforce operations including data loading/data entry/data clean-up
* Support colleagues by creating and scheduling export and import of data, reports and dashboards and mailing lists for fundraising appeals and activities.
* Data Import & Export using Data Loader & Data Import Export Wizard.
* Managing around 1500+ Users
* Customizing privacy specifications and settings
* Back up data, monitor and maintain data exports, and create mail merge
* Explore and implement new features, enhancements, and tools
* Security, Sharing, Profiles, and Roles
* Creating custom fields, objects.
* Working on Process Builder, Sharing settings.

**Center for Youth Wellness San Francisco US Oct 16– May 17**

**Salesforce Administrator/Developer**

**Responsibilities**:

* Worked with Director of Grants & Operations.
* Creating Reports & Dashboards, Metrics.
* More Familiar with the Nonprofit Starter Pack, Volunteer Management.
* Good experience in working on the opportunities and fundraising.
* Performing day-to-day Salesforce operations including data loading/data entry.
* Experience with Salesforce Lightning UI
* Managing multiple Users.
* Donor Management.
* Data Import & Export using Data Loader.
* Experience in creating new Profiles for the users
* Participate in the development and implementation of new systems, procedures and methods of operation.
* To fix issues in the form submissions (ACE’s, Speaker Response, ContactUs) using Fast Forms
* Duplicate data clean up by Dupe Blocker
* Sharing Salesforce Update/Downtime information with all the users.

**Environment:** User Management, Non-Profit Starter Pack (NPSP), Saleforce.com platform, Data Loader, HTML, Workflow & Approvals, Reports&Dashboards Custom Objects, Custom Tabs, Email Services, Security Controls, Permission Sets, Sandbox data loading.

**Computershare, INDIA May 12– Aug 15**

**Salesforce Consultant**

**Responsibilities:**

* Managed around 2000+ Users Remotely.
* Performed the roles of Salesforce.com Administrator in the organization.
* Developed various Custom Objects, Tabs, and Entity-Relationship data model, validation rules on the objects, tabs, Components and Custom links.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Strong knowledge on Salesforce.com Application to Setup and configuration to match the functional needs of the organization.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Sales force as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used Force.com platform for developing feature rich and user-friendly Visual force pages for enhancing Sales Force UI.
* Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers,
* Visual force, Force.com, Migration Tool.
* Inserted and Updated data using data Loader.

**Environment**: Saleforce.com platform, Force.com, Apex, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, SOAP, REST, Sandbox data loading.

**Education:**

**Master’s** in **computer science,** San Jose, CA Aug2016 Silicon Valley University

**Bachelor’s** in **computer science**, Hyderabad India, 2012 JNTU Hyderabad

**Maser’s** in **Information Systems Security** 2019, University of the Cumberland’s.

Currently Pursing **Ph.D**. in **Information Technology** from University of the Cumberland’s.