**­ Sudipta Samal (Serving Notice Period)**

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**SUMMARY:**

Over **12­** years of overall professional IT experience with **9** years of experience in **Salesforce.com** Platform developer and administrator which includes business analysis, design, development, testing and implementation of Business application. Workedon many complex implementations with clients spanning **Real Estate, Health Care, Banking, Retail, and communities**.

* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Experienced in developing and implementing **force.com (Service cloud/Sales cloud/ Community)** Application.
* Good understanding **of Salesforce.com Governor Limits** with an ability to optimize code to respect those limits.
* Experienced in **Apex Classes, Apex Triggers, Visual force, Integration,** **Community Builder, Lighting components, Einstein bot.**
* Experienced in Configuration part with **Approval Process, Workflow, Email Services, Outbound Messages and Validation Rules.**
* Experience in **case management Web-to case Email-to-case**.
* Experienced in **SQL, SOQL, Stored Procedures, Functions, Packages** and **Triggers.**
* Experienced in Data Migration with help of **Data Loader tool**.
* Hands on expertise on **Force.com** Platform as a Techno-Functional Consultant in terms of configurations.
* Delivered project both **service, sales, Community** cloud for international and national clients.
* **Onsite Experience** – Development.

**Awards & Recognition:**

Receivedappreciation for **REIWA** project for **FY14**

Receivedappreciation for successfully completionof **Panalytical Australia project for FY15**

**CERTIFICATION**

|  |  |
| --- | --- |
| **Certifications/Trainings** | **Year Completion** |
| Salesforce Certified Force.com Developer - 401 (License: 2231694) | 2014 |
| Salesforce Certified Administrator (License No : 5553768) | 2016 |
| Salesforce Certified Platform Developer (License No : 5422848) | 2016 |
| Salesforce Certified App Builder(License No: 17801473) | 2017 |
| Oracle 10g | 2009 |

**EMPLOYMENT SCAN:**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Genzeon Technology Solutions Pvt Ltd | Sr Salesforce Consultant | October 2019 - Present |
| LiquidHub Analytics Private Limited – A Capgemini Company | Consultant - Salesforce | September 2016 – October 2019 |
| Saasfocus Inc – A Cognizant Company | Software Engineer – Salesforce | July 2014 – August 2016 |
| Vibetch India | Software Developer | October 2013 – June 2014 |
| HCL Technologies Ltd | Asst Software Engineer | July 2010 – October 2013 |

**TECHNICAL SKILLSET:**

|  |  |
| --- | --- |
| **Business CRM** | Salesforce CRM |
| **Primary Skills** | Apex, Visualforce, Trigger, Batch Jobs, Salesforce Admin, SOQL, SOSL, Lightning, LWC |
| **Scripting Language** | JavaScript, HTML, JQuery |
| **Service** | Web Services (REST) |
| **Worked on Cloud** | Sales Cloud, Service Cloud, Community |
| **Database** | SQL Server |
| **Tools** | Eclipse, Force.com IDE, Data Loader, workbench, Developer Console, GIT, Visual Source Code |
| **Others** | Report & Dashboard, Data Migration |
| **Others Programming Language** | ASP.NET(C#) |

**PROJECT UNDERTAKEN – Genzeon Technology Solutions Pvt Ltd (October 2019 – Present)**

* **URBN(Retail) – Used Lightning, Classic, Einstein Bot, Community, Messaging, Integration**

URBN is a leading retailer of clothing , accessories, home décor and furniture comprised of the brands. To achieve business functionality, URBN implemented Community Cloud and Service cloud console includes Cases, Omni supervisor, Live Agent, Einstein Bot, Knowledge, Article, API Integration with third party etc..

**Responsibilities:**

* Lightning migration from classic. (Mostly used lightning web component)
* Customize Einstein chatbot with apex and REST API Integration along with live chat and embedded service.
* Implemented Live Agent, Omni Channel, Einstein BOT, Messaging.
* Worked on different kind flow to achieve business functionality
* Worked on different JIRA ticket to fix the issues in org.
* Exposure to social studio for contact center integration.
* CTI implementation in service cloud.
* Worked on new requirement using trigger, controller, lightning web component, apex page, sobjects. Flow, EmailMessage, LiveText, Messaging etc.

**PROJECT UNDERTAKEN – Capgemini Invent (September 2016 – October 2019)**

* **Wells Fargo (Banking) – Used Lightning**

Wells Fargo implements community in their application which would help external customers as well as new users collaborate among themselves for their banking products.

**Responsibilities:**

* Wells Fargo community is built using customer service template.
* Responsible to create lightning components based on client requirement.
* Worked public groups, moderations include adding member, interception rule, removing threads, metadata api (to show data using lightning components)
* Worked on Knowledge, member profile, gamification, data migration, Tags, report abuse, best answer.
* Worked on trigger, controllers, test classes as well unit testing of the application,
* **Altus**

Altus GTS use salesforce for their collection and sales. Salesforce is the leading CRM system that provides integrated suits for sales Lead, Opportunities and collection case management functionality that meets Altus’s complex service requirements.

* Worked on case trigger to automate business logic with account as well as contact sharing at the time of case creation and contact trigger.
* Responsible to create work flow and validation rules.
* Responsible to implement multi-currency with dated conversion to track the conversion rate of a currency at the time of a record is completed.
* Responsible to use email template, email relay, field history, record assignment, record searching and chatter.

**PROJECT UNDERTAKEN - SAASFOCUS Inc.**

* **Reliance India Ltd (JIO) - Onsite (September 2015 – August 2016) - Service cloud**

RIL is India’s most reputed company and operating in multiple industries, to manage their workforce and to provide their employees a self-service place. They have implemented salesforce as their core application where community is used as employee portal and Service Cloud is implemented for Case and query handling. Also, we have implemented customer community to manage their vendors.

My role at the project is as developer where I have to look into process, development, configuration part.

**Responsibilities:**

* Created profile, role hierarchy and implemented Record-Level and Field-Level security and configure their sharing setting.
* Worked on community using Salesforce Tab + visual force.
* Responsible to write trigger on case based on business logic.
* Implemented email to case functionality as well assignment rule, escalation rule.
* Responsible to create visual force page, apex class, test classes.
* Worked on integration using rest API.
* Worked on chatter API. Created custom page to show chatter data as per business requirement.
* Communicate project status with sponsors and senior leadership
* Responsible for delivery of executive analytics using reports and dashboards
* **Snapdeal (January 2014 – August 2015)**

Snap deal is India’s one of most renowned e-commerce website which deals in B2B and B2C customer product selling, they have a huge number of customers which they want to handle in sales force customer and merchant with their product details. I was deployed to the customer’s site, to understand requirements and build a solution design for the customer.

**Responsibilities:**

* Implemented Wrapper classes for better visual force pages management and smooth functioning
* Configured Custom objects Custom tabs and deployed Workflows Approval processes Validation rules and sharing rules to meet the requirements of the application.
* Worked on data migration using data loader.
* Responsible to create report and dashboard.
* Configured Custom objects Custom tabs and deployed Workflows Approval processes Validation rules and sharing rules to meet the requirements of the application.
* Migrated complex Excel validation rules in regular expression into Salesforce validation rules.
* Responsible to write test classes.
* **Zenrg Finance (July 2014 – December 2014) – Sales Cloud**

End to end solution for Real Estate Property developers which will simplifying the process of real estate including For sale , Rent, booking , checking the real time property inventory , tracking payment milestones , processing the property allotment .

**Responsibilities:**

* Responsible to create field, workflow, validation rule.
* Implemented relationship fields for proper data loading and maintaining the quality of the data.
* Created Visual force pages that could be rendered as PDF s build dashboard components and define email templates.
* Developed Visualforce Pages with standard and custom controllers.
* Developed Apex Triggers to update fields and child objects.
* Created both Managed and Unmanaged Packages

**PROJECT UNDERTAKEN - Vibetech India (October 2013 – June 2014)**

* **REIWA**

End to end solution for Real Estate Property developers which will simplifying the process of real estate including For sale , Rent, booking , checking the real time property inventory , tracking payment milestones , processing the property allotment . It depends projects, bookings, payment milestones, broker management, home opens.

**Responsibilities:**

* Involved in Designing and Development and Support of their new system.
* Involved in Configuration like validation rule, work flow rule, approval process.
* Worked on visual force page, Apex class, test class, Managed package.

**Environment:** **Salesforce.com (APEX Programming, Visual force, Trigger, Workflow, Approval Process, Validations, Reports)**

**PROJECT UNDERTAKEN - HCL Technologies Ltd**

* **Excalibur (August 2013 – October 2013)**

**Employer**: HCL Technologies Ltd.

Working as a part of sales cloud modules of Salesforce.

**Responsibilities:**

* Salesforce.com configuration, customization and design
* Created workflow, Approval process, validation
* Worked on email template, reports & dashboard.
* Part of team for initials organization setup, object, field, role, profiles.
* Worked on all the test class and ensure the test coverage with in specified standards.
* Worked on Data migration using Data loader.

**Environment:** **Salesforce.com, Force.com, Apex, Controllers, Visual force Pages, Work flows.**

* **Recruitment (August 2010 – July 2013) - ASP.NET**

**Employer**: HCL Technologies Ltd.

**Purpose:** Recruitment is a web based application facilitates hiring process in organization. Recruitment provides tracking for difference service providers and for hiring in India. It helps to complete hiring workflow related tasks for service provides. The requisition is placed by the Project Managers and goes for the necessary approvals process defined by the process owners. After the final approval it goes to the Particular group for hiring.

**Responsibilities:**

* Responsible for developing web based application based on business requirement.
* Worked on CR according to business.
* Responsible for creating store procedures.
* Involved in trouble shooting the issues in productions and bug fixings program using c#.Net.
* Involved in creating the tracker for the project with the help of tool which helps the manager to calculate the cost and time for the project.

**Environment:** **C#, Web service, ADO.NET, SQL SEREVER 2008 (Store Procedure, Trigger, function), JavaScript, XML, Ajax**

* **Performance Management System**

Performance Management System (PMS) is a flexible web-based performance management

Platform that adapts to meet diverse multi-campaign needs and allows users to maintain established preferred procedures. The system is designed to deliver high-volume Information capture, retrieval and distribution across Agent, Team and Campaign level.

**Responsibilities:**

* Involved in Development, System & DB Design. Developed modules which were important for agent evaluation and senior management view

**Environment:** **ASP.NET 4.0, c#, SQL Server 2008, Javascript, HTML , JQuery, XML, Web Service**

**EDUCATIONAL QUALIFICATION:**

* **Master** in Computer Application from **Sikkim Manipal University** in 2013 as Correspondence.
* **Bachelor** of Science (IT & Management) with software Design as honors from **Ravenshaw University** with **Distinction**.
* **12th** with PCBM from **CHSE** in 2005 Cuttack, India with **1st** Division.
* **10th** from **BSE** in 2003, Cuttack, India with **1st** Division.

**Hobbies and Interest**   
Business Study, Reading, Travelling

**Strength**  
Perseverance, Innovative, Team Worker, Silence.

**PERSONAL DOSSIER:**

**Name : Sudipta Samal**

**Language Known : English, Hindi, Oriya**

**Gender : Female**

**Marital Status : Married**

**Passport No. : P6849527**

I hereby declare that all the details mentioned above are true to the best of my knowledge.

Sudipta Samal