

SAMPATH KUMAR

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RESUME**SAMPATH KUMAR**

Lead consultant with 8+ years of experience in IT industry and 3+ years in Salesforce development/administration.

PROFILE SUMMARY

- Lead Salesforce developer with classic and lightning development experience.
- Extensive Experience in Salesforce customization and configurations, Sales, Service implementation.
- Extensively worked on: force.com, Apex, Aura components, Omnichannel, Milestones and Entitlements implementation, Integrations, data loader, deployments via Azure Devops, ANT and Changeset.
- Trailhead profile Mountaineer with 38 Badges
<https://trailblazer.me/id/skumar282>

EXPERIENCE SUMMARY

Company / Organization	Location	Role / Designations	From Date	To Date	No of Years & Months
ITC INFOTECH	BANGALORE	LEAD CONSULTANT	Feb 2018	Till date	2.3Years
Indecomm Global Services	BANGALORE	Senior Software Engineer	April 2017	Feb 2018	10 months
Infosys	Hyderabad	Associate Consultant	Aug 2016	Mar 2017	9 months
Prokarma Soft Tech	Hyderabad	Senior Software Engineer	July 2015	Aug 2016	13 months
Inautix, BNY Mellon	Pune	Senior Application Developer	June 2013	July 2015	25 months
Mathletics Pvt Ltd	Pune	Flex Developer	June 2012	May 2013	13 months

KEY SKILLS**Technical Skills:**

Operating Systems	Windows Version till 10.
Languages	APEX, AURA, HTML, Java Script, CSS.

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Databases	SQL Server.
Tools/Packages	Data Loader, Workbench, ANT Kit, Eclipse.

Other Skills:

Domain Skills	Force.com
Functional Skills	Creating design flow charts and documents.
Process Skills	Agile and Scrum Methodologies
Management Skills	Communication and motivation, Decision making, Forward Planning and Goal setting
Soft Skills	Problem Solving, Leadership, Adaptability and Team Building.

EDUCATIONAL QUALIFICATION

Qualification	Specialization / Key Subjects	Board / University	Institute / School	Year of Passing
B.Tech	C.S.E	JNTUK	MalineniLakshmaiha Engineering College	2010
Intermediate	M.P.C	Board of Intermediate	Shri Prathibha Jr. Collage	2006

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DETAILED WORK EXPERIENCE**Onsite/Offshore Experience:**

Experience Distribution	Country	Project Role(s) Played	No. of Years & Months
Onsite	Malaysia	Salesforce Lead Developer	1 Month
Offshore	Bangalore	Salesforce developer	3+ Years

Major Work Assignments / Projects**Assignment 1: CUB (Carlton United Beverages).****Company Worked for: ITC INFOTECH****Customer : CUB (Parent company: AB-InBEV)****Period : Aug-2019 to Till Date****Industry Domain: Beverages.****Project Type : Development.****Technology / Environment: Salesforce service cloud (In Salesforce lightning)****Role / Responsibilities: Senior Salesforce developer****Key Deliverables: Case management, Entitlement processes, millstones, Omni channel, live chat, Service Console and custom lightning components****Brief Description of Project:**

The project is all about setting up a case management system for CUB internal business operations. Salesforce service cloud out of box features are used in implementation.

Different service console application are created for different business users like BDE's, BFT's (Brewery Fresh Partners), CXC (Customer support agents), KAM's (Key account managers) and other Tech sales admin.

Applications uses different entities like lightning record pages and profiles and sharing rules to manage access of the different functionalities for each business use.

The application includes the sales cloud features as the license of the Org is performance and which has sales cloud, service cloud, Einstein and community cloud.

The major implementation is on case management. Below are key entities used on whole end to end setup of the case management flow.

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1. Case being standard object.
2. Record types for different complaints raised by customers. Few ones are: LOR (Late Order Requests), WHS (Warehouse complaints), Keg complaints, Stock transfer, Fridge Requests.
3. Support process, Validation rules (Business rules on case creation/Editions), Lightning record pages, global picklist values, list views, quick actions, compact layouts, platform events, and custom Meta data.
4. HTML and plan text Email templates (Plan text emails for internal users and html and Css templates for external email for customers), email alters, Field updates, and work flow rules and process builder and apex triggers for process automation.
5. Approval process for manger approvals on processing the stock transfer cases.
6. Entitlement processes and milestones. Example: An LOR entitlement process is created and all the accounts in the system are loaded with LOR entitlement process which will have millstones defined with duration for each status involved is LOR case flow.
Milestone will have warning email alters and violation email alters to the respective manager on milestone violation.
We have entitlement and milestones defined for 8 different case type in the system.
7. Omni channel is being setup for CXC profiles with the routing configurations and presence status for cases and live chat.
8. Live Chat online from is being setup for CXC people and the button Snap-pin is being place in company website. CXC agents are setup to have chat with customer over Omni channel and can take up the cases assigned to their queue.
9. Profiles, Roles, queues, groups, sharing rules are created for security implementation.
10. Multiples report types, reports and dashboards (With using dashboard filters) are created for cases closed rate, case escalation rate, case by type, case by owner and etc.
11. Apart from Salesforce out of box features, Lightning components with SLDS styling are created and place in lightning record pages for custom solutions.
12. Data loader for data patching activities.
13. ANT tool for deployments on every sprint of 15 days.
14. Started using Azure Devops for deployments for the upcoming Sprint releases.

Assignment 2: Ford Direct.**Company Worked for: ITC INFOTECH**

Customer : Ford

Period : Mar-2018 to Aug-2019

Industry Domain: Automobiles

Project Type : Support

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Technology / Environment: Salesforce

Role / Responsibilities: senior Salesforce developer

Key Deliverables: Automate the business process, Created SLDS visual force pages

Brief Description of Project:

Ford Direct is an automobile company provide customer solutions. Exported Survey's from SurveyMonkey to the Salesforce. Created Survey Templates using Survey's App exchange. Performed DataMigration via V-lookup based on business requirement. Created and Updated the Reports & Dashboard . Given solutions to the customer Jira tickets.

Assignment 3: AHM.

Company Worked for: Indecomm Global Services

Customer : AHM

Period : April 2017 to Feb-2018

Industry Domain: Health

Project Type : Development

Technology / Environment: Salesforce

Role / Responsibilities: Senior Software Engineer

Key Deliverables: Development visualforce pages ,Apex classes, Process builder.

Brief Description of Project:

AHM is Pharmaceutical based application where they have interaction with Sales Representative Related to their products. This application deals with the interaction details where the event is Conducting related to the medicine and who attended interaction cost and budget in detail.

Assignment 4: Met Life.

Company Worked for: Infosys

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www.linkedin.com/in/sampath-kumar-a34b1054/**Customer : Met Life Insurance****Period : Aug 2016 to Mar 2017****Industry Domain: Insurance****Project Type : Development****Technology / Environment: Salesforce****Role / Responsibilities: Associate Consultant****Key Deliverables: VisualforcePage, RestServices, Apex****Brief Description of Project:**

MetLife Inc. itself is one of the top providers of insurance, employee benefit programs, Annuities throughout the world. MetLife is a leader in savings, retirement products and services given for individuals, Government Agencies, Business organizations in the United States

Assignment 5: HLI.**Company Worked for: Prokarma Soft Tech****Customer : WoltersKlue****Period : Sep 2015 to Aug 2016****Industry Domain: IT/Product.****Project Type : Development****Technology / Environment: Salesforce****Role / Responsibilities: Senior Software Engineer****Key Deliverables: Force.com Site, VisualforcePage, Triggers, DataModel****Brief Description of Project:**

The HLI Solution addresses the immediate conversion concerns and can function as an important part of enterprise in future. Explore and enhance the quality of life of people through financial security by

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providing products and services of aspired attributes with competitive returns and by rendering resources of aspired attributes with competitive returns and by rendering resources of economic development.

Assignment 6: T-Mobile**Company Worked for: Prokarma Soft Tech****Customer : T-Mobile****Period : July 2015 to Sep 2015****Industry Domain: Telecom.****Project Type : Development****Technology / Environment: AdobeFlex,Java****Role / Responsibilities: Flex developer****Key Deliverables: CustomComponent, Cairngrom, BlazeDs.****Brief Description of Project:**

Qlik View is a leading edge application that would help Sales & Services reps do a better, faster job of finding customers, account information, facilitating purchases and providing information about its mobile devices, Communication plans & services, answering their questions and selling them the right products and services to the customers. Retail and phone based services to reps.

Assignment 7: BDC.**Company Worked for: Inautix, BNY Mellon****Customer : BNY Mellon****Period : June 2013 to July 2015****Industry Domain: IT/Product.****Project Type : Development****Technology / Environment: AdobeFlex, Java****Role / Responsibilities: Senior Application Developer****Key Deliverables: CustomComponent, Cairngrom, BlazeDs.**

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Brief Description of Project:

BNY Mellon in the role of a clearing agent provides clearing and settlement services to its clients. GSCX is the current legacy system running on TMS and opens in VMS platform. BDC acts as a intermediary facilitating between two parties of whom one is delivering securities while the other is receiving securities.

mobile devices, Communication plans & services, answering their questions and selling them the right products and services to the customers. Retail and phone based services to reps.

Assignment 8: 3p Learning Activites.**Company Worked for: Mathletics Pvt Ltd****Customer : 3p Learning Activites****Period : June 2012 to June 2013****Industry Domain: IT/Product.****Project Type : Development****Technology / Environment: AdobeFlex, Java****Role / Responsibilities: Flex Developer****Key Deliverables: CustomComponent, Cairngrom, BlazeDs.****Brief Description of Project:**

3P learning activities is the global leader in online learning for school aged students with its Flagship learning platform. Mathletics used by more than 3 million students in thousand of school over by world wide. 3P learning is the project which creating mathematics class rooms and games to the students to learn mathematics easier by using Rich Internet Applications followed by Agile methodology developed using Adobe-Flex.

TRAININGS & CERTIFICATIONS

Training / Certification Name	Training / Certification Agency	Duration		Year
		From	To	
<u>Salesforce PD1</u>	Salesforce	2019	Till Today	2019

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PERSONAL INFORMATION**Contact Information**

- Mobile: +91 9028802283
- Landline/Office Extension:
- Official Mail ID: p.sampathkumar@itcinfotech.com

Passport Information

- Citizenship Country: India
- Passport Number: N3701635
- Expiry Date : 12-DEC-2025

TECHNICAL SUMMARY**Lightening:**

- Lightning console app development.
- Applying custom CSS styles.
- Creating Lightning applications, Pages, templates.
- Creating Aura Components.
- App builder, Events handling, Component chaining, SLDS Styling.
- Embedding VF page in aura component.
- Embedding lightning components in VF page.

Configuration:

- Creating **Custom Applications, Objects and Tabs**.
- Created different **Custom fields** with **Different data** types available in Salesforce.
- Created **Page layouts** and applying hierarchy.
- Created **lookup and Master Detailed, Many to many relationships** between the objects.
- Creates **Rollup summary fields** between two objects.
- Creating **Custom Profiles, Permission sets, Roles** and Role Hierarchies.
- Created **Validation rules, Workflows** with different **Tasks, Email alerts and Field Updates** as well as for **Approval Process**.
- Worked on **OWD'S and Sharing controls**.
- Created various **Profiles** and configured the **Permissions** based on the organizational hierarchy.
- Involved in Generating different **Reports and Dashboards**.

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- Worked with **Workbench, Data loader and Import wizard.**
 - **Efficient hands** on working on **Flows.**
 - Hands on ANT deployments.

Customization:

- Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- **Insert, Update, Upsert, Export and Deleted** data by using **SOSL and SOQL** using the Data loader as per the user requirement.
- Designed and developed **Apex Classes, Controllers, Extensions** and **Apex Triggers** for various functional needs in the application.
- Involved in **Unit testing.**
- Involved in **Deployment**, deployed all the classes, triggers, objects, components, pages from one environment to another environment by using **Change Sets and ANT deployment** tool.
- Involved in creating **Visual force pages** as per user requirement.
- Worked on Batch **Apex** and **Scheduling Apex Classes.**
- Worked on **Field Service Lightning**
- Hands on knowledge **Salesforce Vlocity**

Integrations:

- **Rest integrations:** Inbound and Outbound.
- **SOAP Integrations:** Inbound and Outbound integrations.