Sameer Thakur

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# Summary

Result oriented, highly accomplished IT professional with 4 years 6 months of experience in SDFC admin, SFDC development and enhancements, SAP CRM, Vlocity development. My experience spans across requirement gathering, designing,development,deployments and supporting the application.

# Experience

## Vlocity Platform & Salesforce Developer Aug 2019 - Present

* Designed highly complex flows with OmniScripts which involved calling multiple actions and calling other non-reusable Omniscripts,lightning pages, etc.
* Major work done on Case Creation framework using the OmniScripts which involves how to restrict Case creation using Calculation matrix and Standard flow for case creation.
* Modified and Build client required layouts using Vlocity templates ,Vlocity Cards, Vlocity card layouts, external data calls(REST) and using DML operations,Apex, Salesforce customisation.
* key features worked on using Card, Layout, templates - Informative tables which will have Sorting, Server side search and client side search and Actions.
* Hight involved in production Support for quicker fixes and monitoring the production error logs actively after Go-Live.
* Working proactively on debug fixes and enhancements for system performance by maintaining vlocity good practices for long running processes.
* Through out the Development roles also carrying out Salesforce/Vlocity releases using Copado,eclipse,Datapacks,Change sets.
* Majorly involved while GO-Live Process and worked on deployments, Data migration and Sandbox readiness with support for defect fixes.
* Developed Salesforce components(Apex,triggers) to integrate-with Vlocity for Case CUD operations, Interaction updates, External object data extraction.
* Designed Lightning record pages and home pages for informative UI experience to agents for case management.
* Worked on Omnichannel, Case Routing, Case assginment for Case management framework.

## SAP CRM And Salesforce Administration Aug 2016 - Dec 2018

* SAP CRM -Single handedly worked on production incident fixes and CRM Production Support reducing incident count by 40%. Appreciated by Client for smooth year end activities and job monitoring for 24/7.
* SFDC Admin-Handled Salesforce releases during CST hours with actively involved in salesforce Administration incidents and Quote to Contract escalated production Issues. High amount of Revenue was generated while solving QTC issues for bigger business customers

# Education

## K. J. Somaiya Institute Of Engineering and Information Technology

### Bachelor of Engineering - BE, Electrical, Electronics and Communications Engineering

2013 - 2016

# Licenses & Certifications

 **Salesforce Certified Administrator (SCA)** - Accenture

 **Vlocity Platform Developer** - Vlocity

# Skills

Vlocity Platform Developer • SAP CRM • Dell Boomi • ServiceNow • Jira • SAP ABAP • Salesforce.com Development

# Honors & Awards

 **Outstanding Performance** - By Client VP

For fast learning and high impactful delivery in Vlocity Development