**Sampath P** 

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**Summary:**

* 7+ years of work experience as a **Certified Salesforce Administrator/Developer** with experience on **SF Marketing cloud Administrator/Developer.**
* 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.**
* Skilled in Salesforce **CRM, Apttus CLM & CPQ**
* Experience in Supporting the different modules in Salesforce like **Sales & Marketing Team.**
* Experience in managing multiple **Orgs.**
* Created many **Lightning Web Components** and server-side **controllers** to meet the business requirements.
* Understanding **SLA** and support tier procedures.
* Experience in Providing **Tier 1 &Tier2 end User Support including User Training and performs daily Administration.**
* Experience in fixing the **errors** and **help desk tickets** with priority.
* Experience in working on **Salesforce Communities.**
* Experience in working on the **CI/CD tools like ANT, Flosum, Auto Rabbit, Jenkins, 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).**
* Experience in Salesforce for the **non-profit sector** and familiarity with digital fundraising and marketing automation tools commonly used by **non-profits** (**Luminate** Online, **Pardot**, Net Community, **Classy, Rally bound,** etc.)
* 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.**
* 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 building up the **Salesforce Einstein Analytics dataflows and dynamic dashboards.**
* 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**

Salesforce Platform Developer I **(PDI)**

**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, Apex programming, Agile, Jira, Bitbucket.

**Salesforce Tools:** Apex Explorer, App Exchange, Data Loader, SOAP API

**Web Development:** HTML, CSS.

**Languages**: Java, C, SQL

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

**Experience:**

**Client: Cisco Systems San Jose US, May 19 – Present**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Managing around **3000+ Users**.
* Working on **JIRA & TFS** for User stories/Bug tracking using **Kanban and Scrum methodologies.**
* Usingversion control tools like **GIT and** release management tools like **Flosum, Auto Rabbit** for deployment**.**
* Working closely with **DevOps Engineers**, **Release Management** teams**.**
* Extensively working **cross functionally** withdifferent **business units** dependingonbusiness requirements.
* Performed **data profiling** to identify and understand anomalies.
* BuildingComplex Apps and **Components** in Salesforce- **Lightning.**
* Building **Lightning components** using two programming models: **Lightning Web Components** and the original model **Aura Components.**
* Implemented Salesforce **Lightning Web Components** for a large set of users within the organization.
* Developed **Apex, Batch Interfaces, Visualforce and Salesforce Application Design and Development**.
* Developed **Apex Classes, Apex triggers, Lightning Web components, Visual Force pages** and **AURA** components as per the requirement.
* Working on the **Configure Price Quote applications like Steel brick.**
* 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.**
* Customizing privacy specifications and settings, back up data, monitor and maintain data exports, and create mail merge.
* 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.**
* **Training and supporting the internal users on live calls and to resolve the issues.**
* Good experience in **building** **applications on salesforce Lightning platform.**
* 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.**
* 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 on Process Builder, Sharing settings,OWD.**
* 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.

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

**Client: Universal Giving (Non Profit) San Francisco US, May 17 – Apr 19**

**Salesforce Administrator (Remote)**

**Responsibilities:**

* Managing around **1500+ Users**
* Working under **Director of Operations & CEO.**
* Performed administrator functions such as user management, **profiles**, **roles**, **permissions**, **assignment rules**, queues, **licenses**, capacity and **storage management**.
* Assist in training of **new user**s and grow the **database** skill set across the organization.
* 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.**
* 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.**

**Client: Center for Youth Wellness (Non Profit) San Francisco US Feb 17– 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.**
* Developed efficient, secure solutions using Salesforce technology (**Apex code, Lightning** **Aura Components and Lightning Web Components**, Declarative Development) for the **NGO Connect platform.**
* Maintained and enhanced custom **Web-to-Case HTML** public and PPFA affiliate facing forms
* Maintaining the overall Salesforce.com system, including **data loads.**
* Managing the **ACE’s patient’s data on Health Cloud.**
* Working on trouble shoot and perform performance tuning on all layers of **Health Cloud.**
* Monitored the performance of **Salesforce Health Cloud.**
* Managing the **Health Cloud Package with** Persons accounts, shared contacts, Patients records.
* Assigned **Health Cloud user profiles** andworkingon **Health Cloud permissions**.
* 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), Health Cloud, Patients

data, Saleforce.com platform, Data Loader, HTML, Workflow & Approvals, Reports&Dashboards Custom Objects, Custom Tabs, Email Services, Security Controls, Permission Sets, Sandbox data loading.

**Client: 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 **Information Systems Security,** Williamsburg, Kentucky, CA Aug 2019

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

Currently Pursing **Ph.D**. in **Information Technology**.