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**DIPAK KUMAR SAMAL**

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| **Summary** |

* Certified Force.com Developer and Administrator having ~6.5+ years of experience in the field of Information Technology – ~5.5+ year experience in Salesforce and 1 year experience in JAVA.
* Extensive hands-on experience and knowledge in requirement analysis, application development based on best practices, database design.
* Has worked extensively in Force.com platform.
* Strong analytical skills in both technical & business areas which helps me in quick solutions of issues.
* Good experience of working in Service Cloud (Case Management) and developing app for AppExchange.
* Having good knowledge in Salesforce Lightning Design System, Salesforce Lightning Component Development, Force.com Apex, Visualforce, SOQL, Trigger, Visualforce component, Email Service, Force.com Site, customer portal, Data Migration, application deployment using change set and Force.com IDE, Packaging (Managed & Unmanaged), Security Scanning & fixing, developing applications based on Force.com Sites.

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| **Technologies and Skills** |

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| **Programming Languages** | Salesforce Lightning Design System, Salesforce Lightning Component & App, Force.com Apex, Visualforce Page, Visualforce Component, Trigger, Java, Servlet, Struts1.2, JSP, VXML |
| **IDE/ Utilities** | Force.com IDE |
| **Web Technologies** | Javascript, HTML, CSS |

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| **Major Relevant Projects** |

**Organization – Cognizant Technology Solutions**

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| **Client** | Pharmaceutical firm - USA |
| **Project** | Global Application for multiple country onboarding |
| **Description** | Client wants to build a common sales application for all markets. Currently their existing application is the sales application (based on SFDC Sales Cloud) for the salesforce in US. The objective of this project is to extend the same application to 36 markets across NA, LATAM, Europe and APAC region. This global application will also have a mobile version to help the salesforce in accessing and modifying data on the go. The mobile application will be build leveraging salesforce 1 and lightning framework features of Salesforce platform. |
| **Technology** | Force.com, Apex, Visualforce, Trigger, Application Deployment and Data Migration,SF1, Salesforce Lightning Design System |
| **Dates** | Dec 2015 – Till Date |
| **Role** | **Offshore:** Technical Lead**/**SeniorDeveloper  **Responsibilities**   * Requirement Analysis. * Provide input in Design Document preparation. * Module Development and Unit Test case preparation. * Migration document preparation and Application Deployment. * Defect fixing during SIT and UAT * Data Migration * Code Review * Assigning task to team members & get update of their work status. * Coordination with Onsite Team and Client. * Technical Spec, Unit Test case Log and Configuration Work Book Preparation. |

**Organization – Cognizant Technology Solutions**

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| **Client** | Pharmaceutical firm- USA |
| **Project** | Global roll out of Call Center(Service cloud) application |
| **Description** | This Project provides customer a global call center application where customer can use service cloud console to manage and handle cases. This is a multi-country based application which currently supports 9 countries. |
| **Technology** | Salesforce.com, Force.com, Apex, Visualforce, Email Service, Trigger, Application Deployement and Data Migration. |
| **Dates** | April 2015 – Till Date |
| **Role** | **Offshore:** SeniorDeveloper  **Responsibilities**   * Requirement Analysis. * Provide input in Design Document preparation. * Module Development and Unit Test case preparation. * Migration document preparation and Application Deployment. * Defect fixing during SIT and UAT. * Data Migration * Code Review * Coordination with Onsite Team and Client. * Configuration Work Book Preparation. |

**Organization – Cognizant Technology Solutions**

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| **Client** | Pharmaceutical firm – USA |
| **Project** | Call Centre(Service Cloud) Application for LATAM |
| **Description** | Call center application where customer can use service cloud console to manage and handle cases |
| **Technology** | Salesforce.com, Force.com, Apex, Visualforce, Email Service, Trigger, Application Deployment and Data Migration. |
| **Dates** | March 2014 – Apr2015 |
| **Role** | **Offshore:** Developer  **Responsibilities**   * Requirement Analysis. * Provide input in Design Document preparation. * Module Development and Unit Test case preparation. * Migration document preparation and Application Deployment. * Defect fixing during SIT and UAT * Data Migration * Configuration Work Book Preparation. |

**Organization – Mindfire Solutions**

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| **Client** | Potential United Inc. |
| **Project** | Potential Finder |
| **Description** | This application includes 3 functional modules - Content Management System, SEO Management, Site Visitors action tracking & visitors recommendation functionality |
| **Technology** | Salesforce.com, Force.com, Apex, Visualforce Page, Component, Email Service, Trigger, Packaging, Application Deployment. |
| **Dates** | Jul 2011 – Feb 2014 |
| **Role** | **Offshore:** Developer  **Responsibilities**   * Requirement Gathering and Analysis. * Detailed design document preparation like Technical Design Document and Unit Test Case document. * Developing application and Interacting with client. * Creating Managed and Unmanaged Package. * Security Scanning and fixing the security flaws. * Unit test case preparation and Unit Testing. |

**Organization – Lakshya Solutions**

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| **Client** | Symbiotic Info - Airtel |
| **Project** | Marathi Voice Portal |
| **Description** | This is one of the mobile applications developed for Marathi circle. By the help of this application people can entertains by pressing the DTMF value according to their choice. In this application we have various option like Entertainment, religion etc. |
| **Technology** | JSP,JDBC, VXML, Javascript, CSS, MySql |
| **Dates** | Nov 2010 – April 2011 |
| **Role** | **Offshore :** Develope  **Responsibilities**   * Developing and Unit Testing. * Defect Fixing during System testing. |

**Organization – Lakshya Solutions**

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| **Client** | Bangalore Metropolitan Transport Corporation |
| **Project** | BMTC CRM |
| **Description** | BMTC CRM is a widely-implemented strategy for managing a BMTC’s interactions with customers. It involves using technology to provide information like bus route, timing etc. to the customers, , but also registers the complaint of customer & maintains records about the solution of specific complaints |
| **Technology** | JSP, Servlet, Javascript |
| **Dates** | Aug 2010 – Nov 2010 |
| **Role** | **Offshore :** Developer  **Responsibilities**   * Developing application and Unit Testing. * Defect Fixing during System testing. |

**Organization – Lakshya Solutions**

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| **Client** | **A Large Bakery Shop** |
| **Project** | Pay Link |
| **Description** | It is one of the few certified payment IVR services available across the country and the only one that offers plug-n-play integration with the 3 most prevalent modes of customer interaction – IVRS, Call Centre and Web Portal.Increasingly customer interaction mechanisms are getting automated and IVR systems play an important role in that direction especially for the organization with huge call volumes. Innovatively designed self-service IVRS can reduce a huge load off the call centre & thereby improve call handling stats and bettering customer interaction. Speech IVRS are the future of self-service IVR systems.whenever a payment is to be made on the phone call using a credit card, PayLink is the answer. |
| **Technology** | JSP, Servlet, VXML, JavaScript, MySQL |
| **Dates** | Apr 2010 – Aug 2010 |
| **Role** | **Offshore :** Developer  **Responsibilities**   * Developing application and Unit Testing. * Defect Fixing during System testing. |

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| **Employment Details** | |
| **Employer** | | **Duration** |
| Cognizant Technology Solutions | | March2014 to Till date |
| Mindfire Solutions | | May 2011 – Feb 2014 |
| Lakshya Solutions Ltd | | April 2010 – April 2011 |

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| **Education** | | |
| **Degree with Branch** | | **College/University** | **Year of Passing** |
| MCA | | BijuPattanaik University Of Technology, Odisha | 2010 |
| BCA | | Utkal University, Odisha | 2007 |