

# Sandeep Kamidi

## Technical Consultant

Quick Learner.Optimistic.Believer.

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## EXPERIENCE

A focused professional with 5+ years of IT experience in Click Software, salesforce Administration, Deployment, Data Management, and Testing. A team player with strong communication, analytical, logical, and problem-solving skills.

### Diabsolut Inc., Bangalore — *Technical Consultant*

February 2020 - PRESENT

- Promoted in Feb'20
- Worked on SFS implementation, support for SaskPower & Bell Mobility.
- Worked on SFS internal initiatives for GBB(Good, Better, Best) offering under Product management.
- Given demo to Black Hills client on Field Service Mobile forms and feasibility of FS Mobile App.
- 4X Salesforce Certified.
- Basic understanding of Communities.
- Expertise in Flows, Process Builders, Approval Process, Validation Rules, Email-Alerts, Case Management, User Management, Data Management, Knowledge Articles, SFS, Data Loader, Reports and Dashboards.
- Have a good knowledge of the BOFC tool which is used for Object, Field creation in Salesforce in Bulk.

### Diabsolut Inc., Bangalore — *Technical Services Specialist*

March 2019 - February 2020

- Primarily Worked on Click Software CEM Implementation & support for SaskEnergy.
- Involved in Salesforce internal support requests & deployments.
- Involved in Technical Support activities like Deployments, OS Patching, Disaster Recovery, etc. for Click.
- Involved in the implementation of Click Software 8.3 for Enercare & support for American Waters.
- Worked on SFTP accesses, maintenance using Unix.
- Worked on AWS Instance creation, user management & maintenance.

## SKILLS

Salesforce

Click Suite (Click Admin Tool, Click Schedule, Structure Tool, SXP tool)

SQL,Oracle & SOQL

UNIX Shell scripting & Batch Scripting

## AWARDS/CERTIFICATIONS

- ★ Customer Delight Award from Capgemini
- ★ Salesforce Administrator
- ★ Salesforce Service Cloud Consultant
- ★ Salesforce FSL Consultant
- ★ Salesforce App Builder

## LANGUAGES

English, Telugu & Hindi

## **Capgemini India Pvt. Ltd, Bangalore — Sr. Analyst**

August 2015 - March 2019

- Worked for Anglian Water Services as a Click consultant which involved understanding the complete workflow of the application.
- Requirement gathering, Implementation, UAT, documentation and Go Live.
- User creation & template configuration.
- Worked on incident management & change management.
- Interfaces Developer involving SAP & NON-SAP systems.

## **EDUCATION**

### **Chaitanya Bharathi Institute of Technology, Hyderabad — B.E**

June 2011 - May 2015

- Percentage of 74
- Graduation in Civil Engineering