KARAN KC (Certified Salesforce Developer)  

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**Certifications:**

* Salesforce Certified Administrator (201)
* Salesforce Certified Platform Developer (PD-1)

**Summary:**

* **8 years** of work experience in Application Software Designing, Development, Testing and Implementation across different functional areas. **5 years of experience on salesforce.com involving on configuration, customization, integration, communities, deployment, supporting CRM application and classic to lightning migration, creating lightning components using lightning design system.**
* Experienced in all phases of **Software Development Life Cycle (SDLC)**, quality management systems and project life cycle processes.
* Have experience in **Sales Cloud/Service Cloud.**
* Exposure to Web Based Application, Client Server based Application with **3 year**s of Java/J2EE development experience.
* Having 5 years of experience in Sales Force.com CRM platform as a developer and tester.
* Extensive experience on **Apex development** in creating Objects, **Triggers**, Apex Classes, Standard Controllers within Governor Limits.
* Exposure to **Custom Controllers and Controller Extensions.**
* Have performed **page layout customization, page layout assignment** based on profiles and created custom links based on user requirement.
* Good understanding of **Data warehouse concepts** and its features like Star Schema, Snowflake Schema, SCD’s.
* Ability to write complex **SOQL, SOSL queries** across multiple objects within the SFDC database.
* Thorough understanding and good experience on **Data Loader**.
* Experienced in **Creating Roles, Profiles,** **Users**, **Email Services**, **Page Layouts**, **Workflow** **Alerts** and **Actions**.
* Experienced in **Analysis, Design, Development** and **Testing** of the SFDC application according to the business requirement.
* Generated various **Reports, Dashboards** and **Approval Processes.** Experience in Implementing and executing **System Logs and Debug Logs**.
* Good exposure to **Restful Web Services.**
* Experience in data migration and integration using **Apex Data Loader**, **Jitterbit Data Loader** and **Lexiloader.**
* Experience in **source version control system** (SVN, GIT).
* Have experience in using **Ant, TestNG** and **Junit**.
* Used **Jenkins/Hudson** as a continuous integration tool.
* Expert in SFDC Administrative skills like creating **Profiles, Roles, Users, Relationships, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks** and **Events**. Experienced working with **salesforce.com sandbox** and **production environments**, also with Eclipse IDE Force.com Plug-in environments.
* Extensive Knowledge on Salesforce end to end implementation.
* Exploring **App exchange applications** and integrating them with Salesforce.
* Created Web Services for handling requests and API based applications using **REST or SOAP**-based web services (SOA)
* Extensively worked on web technologies like **HTML, XML, CSS, JSP**, JavaScript, WSDL, J-query, Tool tip & AutoComplete widget, SOAP, REST, BULK and METADATA API.

**Education:**

* Bachelor’s in business (Finance) in 2012 from Tribhuvan University, Kirtipur Nepal.

**Technical skills:**

Operating Systems: Linux, Windows, MacOs

SFDC Technologies: Salesforce CRM, Apex, Classes/Controllers, Workflow & Approvals, Case Management Automation, Apex Triggers, SOQL, SOSL, VisualForce Pages / Components, Apex Web Services, AJAX, Validation Rules, Formulae, Custom objects, Page Layouts, Record

Languages: Java, SQL, SOQL, Ruby, shell script, JavaScript, Apex

Salesforce Tools: Eclipse, Force.com IDE, Apex Data Loader, workbench

Web Technologies: JSP, J2EE security, JDBC, WSDL, JMS, Hibernate, JQuery, HTML, CSS

Databases: DB2, Oracle 9i/10g/11i, SQL Server, MS Access, Excel

Frameworks: Struts, Spring MVC, Play, Restful, Lego

Web/Application Servers: Weblogic, Websphere, Tomcat

**Professional Experience:**

**American Express, Phoenix, Arizona Jan 2018 – Till Date**

**Role:  Salesforce Lightning Developer**

**Description**:

American Express Company, together with its subsidiaries, provides charge and credit payment card products, and travel-related services worldwide. The company operates through three segments: Global Consumer Services Group, Global Commercial Services, and Global Merchant and Network Services. Primarily focused on payment and financing products; network services; expense management products and services; and lifestyle services.

**Responsibilities**:

* Gathered user requirements and involved in application **design discussions** and documentation for both **Post Sales and Pre-sales.**
* Involved in **Workflow Management** Template creation and **Task Search page** generation.
* Was also involved in generation of rules to automate the process of **Creating Project, Auto assignment of Task, auto opening of successor** or **predecessor tasks**.
* Created **Util classes** and **Batch files** to clone Project, Phase and Tasks from its corresponding templates.
* Created a VF page to display all sObject metadata on the Task template. These metadata were in turn used to dynamically display fields on Task Page
* Optimized the code to **resolve SOQL 101 errors**
* Created trigger to identify the **Seed** and **Node** of Proposals on a opportunity
* Created **dynamic VF Search pages** using **sObject parameters** and Components for **Service Console**
* Created Generic Pagination to handle 7+ data tables pagination on the search page from Service Console
* Helped Business Analysts with data scrub and UAT
* Co-ordinated and helped tester and users to complete testing and UAT
* Worked in Agile project model and involved in documenting IT Stories and scoping sprints
* Involved in **production deployment** for the sprint stories that our team owned.
* Was involved in integrating to external application using Rest API Calls
* Worked on synching **DocuSign** status and saving the Docs in SFDC
* Generated various of **Workflow, Triggers, Validation Rules, VF Components, VF pages, Controller class** etc.,
* Worked in parallel with multiple projects.
* Designed and generated **triggers, Vf pages** to capture County Partner and Lending Partner on a Service Contract.
* Managed **users, hierarchical roles, profiles, security controls** and territory management.
* Actively involved in **fixing production issues**.
* Implement **Salesforce.com Communities** and on-board users utilizing standard profiles and objects.
* Involved in setting up customer portals for better service process and solution management.
* Written Apex **REST web service** classes for inbound calls to salesforce from external applications; developed apex HTTP callout and generated Apex classes using WSDL2Apex (generated stubs) to invoke external application from salesforce to retrieve data and render in salesforce UI.
* Used **Ajax Method in VF Page** to exchange data between server and client.

**Environment**: Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, VisualForce Pages, Components and Controller, Email Services, HTML, Reports, Dashboards and Informatica, JavaScript, Eclipse IDE Plug-in, Data Loader, Java Script, CSS.

[**Deerwalk Services Pvt. Ltd**](http://www.deerwalk.com/)**, Kathmandu, Nepal Jan - 2017 to Dec-2017**

Role: Salesforce Developer

**Description:**

Deerwalk is a revolutionary Population Health Management, Data Management, and Healthcare Analytics software company with over 300 employees worldwide, including a technology campus in Kathmandu, Nepal. Deerwalk’s understanding and experience in the healthcare analytics space is unparalleled, offering Big Data and NoSQL products and services to Third Party Administrators, Brokers & Consultants, Employers & Providers, Health Plans, Accountable Care Organizations, Care Management & Wellness firms.

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, to better customize, and utilize the full functionality of the **Salesforce.com CRM solution**.
* Moved the tables like Opportunities, Accounts and Contacts to the **Salesforce CRM Standard objects**.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components**.
* Written **SOQL queries** against **force.com API**.
* Used **Force.com Eclipse IDE** plug to develop the classes and triggers.
* Developed different **VisualForce Pages** to suit the needs of the application using different Visual force components.
* Used **Ajax Method in VF page** to update web page asynchronously without reloading the page.
* Using **Apex Data Loader** mapped data sources and loaded data into the Call **Center application**.
* Used **Informatica Power Center** in synchronizing **SQL** and **Oracle** to the Salesforce application.
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Generated different reports like **standard, summary** and **matrix** for quarterly and half yearly sales.
* Used the **sandbox for testing** and **migrated** the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.
* Worked with Approval processes that used **Email Approval steps**.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Responsible for setting up **web service integrations**, Worked with **Web Services (REST API's)**.
* Implemented **Salesforce.com web services** client using Salesforce web services API, Java, XML and partner WSDL.
* Implemented **Agile Methodologies, Test Driven Development (TDD)** with continuous builds and controlling iterative and incremental projects.
* Work on Chatter and Email integration features related to Sales cloud and Marketing cloud. Involved in **design, development, planning, testing** and **integration** of **Salesforce cloud services**.
* Created a highly **customized UI** with help of **Visualforce pages** and components to fit the look and feel of the community to the Org.

**Environment**: Saleforce.com platform, Apex Language, Mule soft, VisualForce Pages, Custom Component, HTML, Web Services, WSDL, SOAP, ETL tools, Eclipse IDE Plug-in.

**Verscend Technologies Pvt. Ltd, Kathmandu, Nepal June 2015 to Dec-2016**

Role: Salesforce Developer

**Description:**

Verscend Technologies Pvt. Ltd. is a leading American Software company in Nepal with 300 professionals who are involved in the design, development, testing and maintenance of an impressive lineup of trend-setting healthcare informatics solutions. Verscend Technologies offers risk-assessment services and decision analytics in the area of healthcare that help customers better understand and manage their risk. We strive to help our clients focus on their businesses.

**Responsibilities:**

* Engaged with the sales team and business analysts to gather business and user requirements.
* Provide solution design to implement the requested functionality in salesforce.
* Worked on **Salesforce.com Community implementation and customization**.
* Wrote custom **Visualforce pages** for community login and portal features.
* Wrote **apex triggers** to update the community user profiles for various status changes.
* Proficiency in **Single Sign on** (SSO) configuration on **ETL Informatica Cloud.**
* Configure **salesforce objects** like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used Tabular, Summary and Matrix reports to create **Standard reports** and **Custom reports**.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Setting up **Service Cloud Console**, Cases (Web to case, email to case), Solutions, Case Assignment, and **CTI Interfaces**.
* Made enhancements to **Apttus CPQ** (Configure Price Quote) tool, shopping cart by adding new fields. Run batches in order to provide project changes by following the instructions provided by Apttus.
* Experience with the integrating **SFDC** and **AppExchange partners** such as MARKETO, CPQ/APTTUS.
* Accomplished custom integration of outbound messages, workflows & approvals, reports, dashboards, Custom Objects and Tabs, Email Services and Security Controls.
* Created a new login to identify any **MARKETO** modifications to Lead and Contact records within Salesforce.
* Creation of **Change Management Tickets** prior to the production release and tracking the tasks in a Project management application.
* Created various communities in salesforce in order to meet the business requirements.
* Developed and deployed **workflows, Reports, Approval processes** using salesforce.com platform.
* Developed **reports, dashboards** and **processes** to continuously monitor data quality and integrity.
* Created and used **Email templates in HTML, Custom** and **Visualforce format**.
* Created **Visualforce Pages** to provide **UI** to the custom objects.
* Automated Commission payment through **Salesforce** and **Xactly.**
* Created **email templates** and **inbound emails** using Visualforce for the clients and customers.
* Maintained **data cleanliness** and **accuracy** by adding custom validation rules, custom formulas, reports and dashboards.
* Developed **JSON** and **XML** based Web Services using **SOAP/WSDL** for common interface across all internal and external applications and users.
* Integrated **Salesforce CRM** and the legacy system using Cast Iron Integration tools like **Informatica, ETL Cloud Systems**.
* Developed a **Proof of Concept to** **leverage Wave Analytics**.
* Created Wave applications by generating various **Data Sets, Data Flows** and working with **JSON files** and using **SOQL.**
* Developed **Apex Classes, Controller** and **Apex Triggers** for various functional needs in the application.
* Maintaining test coverage for all the **classes** and **triggers** and supporting deployment activities.
* Used Change Sets to deploy code from sandbox to sandbox and production environment.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Design **UI screens** using **JSP, CSS, JavaScript** and **HTML.**
* Created various **Profiles, Roles** and **Page Layouts** and configured the Permissions based on the Organization hierarchy requirements. Hands on experience on using languages like **HTML, DHTML, HTML5** in attaching page content like data, images and videos
* Responsible for all the activities related to **configuring Data Loader**, uploading data in **CSV files into salesforce.com**, checking for the correctness of the data.

**Environment**: Saleforce.com platform, Force.com ide, Apex, Visualforce (Pages, Component & Controllers), Pages, Wave analytics, Data Loader, HTML, Inside sales telephonic plug-in, Doc E-sign, Java Script, Workflow & Approvals, Reports, Apttus, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, ETL, Eclipse IDE Plug-in, Eclipse, Java, SOAP, WSDL & RESTful Web Services

**Javra Software, Lalitpur, Nepal July 2012 to April-2015**

**Role**:  **Java/J2EE Developer**

**Description:**

Javra software was established with the vision to develop and support future proof custom business applications against a competitive price. A dedicated team of talented R&D experts are in our Nepal office to help clients with their cutting-edge projects or technical solutions. Javra delivers full cycle custom software development, 24/7 SLA based application management services, consultancy or development capacity in flexible delivery models.

**Responsibilities**:

* Provided day-to-day technical support in maintaining the system. Identified, analyzed, and resolved problems in the system.
* **Analyzed, Designed, Implemented** and Unit tested new enhancements/Bug fixes identified in
* **Web Services and Websphere** Commerce applications in system.
* Monitored the application performance using tools like **Wily Introscope**.
* Developed and maintained technical documentation on the new enhancements and design changes.
* Communicated with the **Business User** to identify business requirements. Analyzed and converted the same into functional requirements.
* Communicated and collaborated with upper management and senior business partners to define the Project In-Scope and Out-Of-Scope, Strategies and Deliverable.
* Requirement **Analysis** and **Detail Test Estimate**.
* Coordination with **System Architect** and **Development Team** for test data setup during system testing.
* Worked with **Database triggers** for a change in data capture testing.
* Involved in development of **stateless session beans**.
* Experience working **Point-Point Queue** and **PUB-SUB**.
* Deployed applications to **Websphere Application Server** for **Quality Testing** and **Acceptance Testing**.
* Involved in end to end development using a variety of coding frameworks including **Java/J2EE, EJB** and web based frameworks like **JQuery, JSON, JavaScript**.
* Good Exposure to Collections.
* Hands on experience with **Core Java techniques.**
* Interactions with mid-tier session beans and converters for exposure to **Business Logic and DB’s**.
* Handled Implementation **classes** and **Interfaces.**
* Strong exposure to **DAO’s, DTO’s, Model Objects**.

**Environment**: J2EE 1.3 specification, IBM WAS 5.0, WSAD 5.1.2, Spring 2.0.6, Struts 1.1, Hibernate 2.0, XML, SOAP, REST, JSP 1.2, EJB 2.0, JSTL 1.2, IBM MQ Series 5.1, HTML, JDBC, JavaScript, Servlets 2.3, SVN, Oracle9i, Unix.