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**Salesforce Admin/Developer**

**PROFESSIONAL SUMMARY**

Around **8 years of experience** in the **IT industry** with good experience as a **Salesforce developer/administrator** and force.com platform. Having extensive knowledge with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment, and maintenance of standalone object-oriented enterprise applications.

¾ Experienced on **Multi-Tenant Architecture** of force.com which is proven cloud application development that powers many salesforce.com applications like **Sales cloud, Service cloud, Marketing** and many other like **CRM** (Customer Relation Management).

¾ Extensive experience using **Salesforce.com Administration** for **Creating and implementing Visual force pages, S-control, Web Services**, **Components, Tabs, custom objects, custom ﬁelds, Picklist, Reports, validation rules, Roles, Campaign Management, Proﬁles, Page Layouts, Workﬂow Alerts and Actions,** and **Approval Workﬂows,** Analytic Snapshots and **Dashboards** to achieve complex business functionalities, **Email generation** according to application requirements.

¾ Excellent experience in Salesforce.com development, **Apex Classes, Apex Triggers, Visualforce pages, Force.com API**, complex **SOQL&SOSL queries**, **DML statements**, S objects and Governor Limits and with **Standard, Custom**, and **Extension controllers.**

¾ Hands on experience in understanding **Data Modelling** of Salesforce objects relationships like **Master-Detail, Lookup** and. Meta data in each object, ﬁelds, tabs and many more.

¾ Expertise in designing Custom Reports types, Report Extractions to various formats and **Dashboards**, **Snapshots.**

¾ Involved in working with **Agile** Scrum Methodologies.

¾ Customized several **Validation Rules**, tasks, **Workﬂow rules**, **Triggers**, Apex classes to achieve the complex business functionality.

¾ Experience in SFDC Development on **triggers** to perform custom actions for before and aGer changes in Salesforce records such as insertions, updates and deletions.

¾ Experience with data migration and updates through the tool App Exchange Data Loader in Salesforce.com.

¾ Good understanding of **So†ware Development Lifecycle** (SDLC) with expertise in Requirement Gathering, Analysis, Designing, Development, and testing.

¾ Extensively worked on Salesforce.com Sandbox and production environments including creating **Sandboxes** and refreshing it time to time. Deployment between Production and Sandboxes using Eclipse, Force.com **Migration Tool** and **Change set**.

¾ Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application. Experienced in writing test **Apex classes** to conﬁrm at least 75% code coverage before **deploying** the code to production.

¾ Involved in migration from **Salesforce Classic to Lightning Experience,** with reports and dashboards automatically viewable and inheriting all permissions and sharing settings deﬁned in Salesforce Classic.

¾ Developed Lightning components using Aura Framework which also included client-side AngularJS. Worked on translating several Visualforce pages to **lightning framework.**

¾ Facilitate and maintain positive relationships with Marketing Cloud teams, clients and partners.

¾ Hand on experience on **lighting App Builder** and Lightning Components by building apps visually with App Builder also developed re-usable UI components with the lightning Components Framework.

¾ Experience in developing and creating diﬀerent types of Reports like Tabular, Summary, Matrix, Join and developing Dashboards using Reports.

¾ Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.

¾ Experienced on Salesforce1 and **Salesforce Lightning solutions.**

¾ Experienced in Lightning Experience, which includes the Lightning Component Framework and involved in building **Lightning component** using the **aura framework.**

¾ Handling day to day issues related to user administration, various conﬁguration, and customizations for global sales and service cloud users.

# TECHNICAL SKILLS:

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| --- | --- |
| **Salesforce Tools** | Salesforce CRM, Lightning Application, Lightning components, Apex Custom Controllers, Apex Classes/ Controllers Batch Jobs, Apex Triggers, Visualforce Pages/Components & Controllers, Apex Web Services, SOQL, |
| **Custom Integration** | Outbound Messages, Workﬂow & Approvals, Field updates, Reports, Dashboards, Custom Objects, Data Loader, Integration, Migration, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading, Force.com IDE, Eclipse, SOQL. |
| **Tools** | Eclipse, Force.com Explorer, Apex Data Loader, Apache ANT, ServiceNow, Service  MAX |
| **Databases** | Oracle 11g/10g, SQL Server 2008/2005 |
| **Methodologies** | Agile, Waterfall, Scrum |
| **Web Technologies** | HTML, XML, CSS, Java Script, APEX, SOAP API, REST API |
| **Programming Languages** | C, C++, Java, J2EE, SQL, PL/SQL |
| **Operating system** | Windows, Linux and Unix |

**Education**

**Master of Science in Computer Information Systems Silicon Valley University (2015 to 2016)**

**PROFESSIONAL EXPERIENCE**

**Role: Salesforce Admin/Developer**

**Date**

**Client: Lincoln ﬁnancial group, Philadelphia-PA**

**Date: Feb’20-Till**

**Responsibilities:**

* Implemented the Salesforce.com application using Agile, Scrum methodology that involves the iterative development methodology.
* Interacted with various business user groups for gathering the requirements for Salesforce.com implementation and documented the Business and SoGware Requirements.
* Created page layouts, search layouts to organize ﬁelds, custom links, related lists, and other components on a record detail and edit pages.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Designed junction objects and implemented various advanced ﬁelds like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workﬂows, Sharing rules and Approval Processes for automated alerts, ﬁeld updates, and Email generation according to application requirements.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional need i.e. Sweep & Match, Custom Member Search, and Data Synchronization by web services integration.
* Created various Standard and Custom Reports / Dashboards (summary reports, matrix reports, dashboards and Report Folders to assist managers to better utilize Salesforce.com as a sales tool and conﬁgured various Reports and for diﬀerent user proﬁles.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user proﬁles and privileges.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Worked in customizing standard objects for Case Management and Solutions
* Single-Sign on (SSO) integration – Implement Single-Sign on (SSO) for browser-based logins to Sales force.
* Created proﬁles and implemented Object and ﬁeld level security to hide critical information on the proﬁle users.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among diﬀerent users.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data from the external system into salesforce.com using Apex Data Loader.
* Created Shelvesets using TFS server and Eclipse to move the changes to SIT Environments.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place ﬁnal implementations

**Environment:** Salesforce.com platform, Force.com Sites, Apex, Assignment Rules, Escalation Rules, Sandbox Environment, Validation Rules, Custom Reports, Workﬂow & Approvals, Dashboards, Custom Objects, Custom Tabs, Creating Packages, Sandbox data loading, and Apex Data Loader.

**Role: Salesforce Admin/Developer**

**Jan’18-Jan’20**

**Client: Eli Lilly and Company, Indianapolis - IN**

**Date:**

# Responsibilities:

* MCT (My Customer Training Program) is a sales app-based application for CDX Project.
* My customer training; It’s is used by End users to request trainings. For the medical appliances purchased by them from GE.
* From GE standpoint also the MCT schedulers can schedule trainings and assign trainers depending on availability
* Worked on establishment of proﬁles such as scheduler, Admin, Trainer for diﬀerent regions like US, Canada, Europe
* Worked on standard custom and Servicemax installed package objects such as Service Flow Manager, SFM Wizards, SFM Transaction and Docs Designer etc .
* Worked on MCT application as a system administrator with respect to the custom objects like work orders, catalogs, debrief, dispatch console , Training master etc and Service Max (SMax) Custom Wizards like GE\_HC\_Reports, GE\_HC\_MT\_ Student Toolbox, MCT EEE Online /class, MCT EEA Remote, MCT USCAN Imaging Onsite, MCT EU Imaging Onsite, follow-up, MCT USCAN LCS Imaging/Follow-ups.
* created lightning page layouts for diﬀerent record types.
* Created Record types depend on diﬀerent global regions (US, Canada, Europe, Japan, LATAM) and also the type of reports required by end user.
* Created and customized work order and servicemax conﬁgured blue buttons on the work order and case page.
* Customized page layouts and adding lightning components. chatter new activity related list
* Creation of Page layouts depending upon Record types and Proﬁles for GE internal Applications.
* Addition of Lightning Actions Buttons on Homepage.
* Debugging of existing codes to identify enhancements and modiﬁcations.
* AgentX is a service app-based application for CDX customer development experience. It's is used by End users to raise Issues on malfunctioning Medical appliances. Depending upon issues faced they can raise Issues like corrective repair, installation, access, patient on table etc.
* Worked on Launch Guided ﬂow which is a step by step procedure to guide the customer to create Case.
* created lightning page layouts for diﬀerent record types.
* Record types depend on diﬀerent global regions and also the type of help required by end user.
* Customized paged layouts and adding lightning components. chatter new activity related list
* Creation of Page layouts depending upon Record types and Proﬁles
* Addition of Lightning Actions Buttons on Homepage.
* Debugging of existing codes to identify enhancements and modiﬁcations.
* Working as a admin and developer to Agent X, My Customer Training Program (MCT) and Back Oﬃce Customer Management applications for GE.
* Maintained and customized Salesforce.com scopes such as users, roles, proﬁles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Worked on Service Now Incidents to propose a solution for the users.
* Managed ongoing support request and administrative needs of users
* Hands on experience in conﬁguration, customizing the healthcare applications on salesforce platform.
* Worked on New User creation, deactivation and handling conﬁguration issues in GEHC Security Portal.
* Analyising the production defects and proposing the solutions and created detailed analysis document
* Prepared Standard Object Procedures documents for each application of GEHC Salesforce Applications.
* Created training materials based on business requirements for diﬀerent record types.
* Conﬁgured page layouts, workﬂows, document templates, record types, & data ﬁelds.
* Implemented & maintained reports and dashboards.
* Created custom objects, ﬁelds, and triggers.
* Managed multiple sandbox environments.
* Worked on Rally User stories within the sprint. Created Standard Operating procedures (SOP’s) for three applications to make it available business end users and stakeholders.
* Monitored various support activities according to SLA Adherence.
* Worked with oﬀshore team and communicated with various business stakeholders and participated every sprint release.
* Maintained documentation for Post-Refresh activities for Conﬁguration only and full sandbox aGer every Go-Live.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com, ServiceMAx(SMAX), Service Now, Data Loader, Lightning Components, ANT, Workﬂow & Approvals, validation rules, Reports, Service Cloud, SQL Server, Salesforce Lightning Design System, Git, GitHub, Apttus CPQ, Custom Objects, Custom Tabs, Email Services, HTML, Rally.

**Role: Java Developer**

**Dec’17**

**Client: State compensation insurance fund, Pleasanton, CA**

**Date: Jan’17 -**

# Responsibilities:

* Extensive experience working in an Agile development environment.
* Worked as enhancement team member and performed the roles of Salesforce.com Administrator and Developer in the organization.
* Worked on salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Cases,

solutions. Adding to that created many custom objects with new tabs which include event, lead, task and many more.

* Implemented Apttus CPQ, product management and price management, Quote Collaboration, Search Filters. Used apex data loader to load data in the Org for products.
* Developed APEX Classes, Visual force pages and APEX Triggers to develop the custom functionality as per the requirements.
* Assist in resolution of escalated situations initiated by Salesforce Marketing Cloud, clients and partners
* Used APEX Classes and Visual Page to customize partner portal and make it convenient for the customer to review and renew the licenses for the purchased products.
* Designed and developed Visual force pages which identiﬁed a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display diﬀerent values depending on whether it is in progress or completed.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Developed Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Hands on experience on lighting components and Lightning App Builder, experience building lightning components, embedding lightning components in VF pages, building apps using lightning components for mobile and tablets.
* Administered, conﬁgured, and maintained Salesforce.com application user proﬁles, roles, assigning permission, generating security tokens, upgrade installation.
* Created page layouts, search layouts to organize ﬁelds, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships and formula ﬁelds to the custom objects.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
* Worked on diﬀerent portals like Self Service Portal, Partner Portal and Customer Portal.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Created Users, Roles, Public groups and implemented Role hierarchies, sharing rules and record level permissions to manage sharing access among diﬀerent users.
* Used REST API with other Salesforce REST APIs like user interface API for building UI for creating, reading, updating, deleting records that includes UI for list views, actions and dependent pick lists. And Chatter REST API for building chatter, communities or recommendations.
* Customized and created many communities to connect the employees, customers, and partners to meet the business needs and transactions.
* Involved in diﬀerent sandboxes for development and testing, and in migrating the code to production instance in installments using Change Set.
* Involved in deploying applications from Sandbox to Production.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Lightning Components, Aura Framework, Workﬂow & Approvals, Reports, Service Cloud, SQL Server, Salesforce Lightning Design System, Git, GitHub, Apttus CPQ, Conga, NetSuite, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Web Services, Eclipse IDE Plugin.

**Role: Salesforce Developer**

**Client: Kaiser Permanente, San Jose – CA.**

**Date: Feb’16 – Dec’ 16**

# Responsibilities:

* Worked on Leads, Accounts, Contacts, Contracts, Opportunities, Products, Price books for Sales Cloud Application.
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions, Visualforce pages for opportunity using HTML, CSS, and JavaScript.
* Interaction with users in understanding complex business requirements and documentation based on the requirements. Interacted with various business user groups for gathering the requirements

for salesforce.com CRM implementation.

* Developed Workﬂows, Validation Rules, Apex Triggers, Apex Classes, Controllers and Formula Fields.
* Experience in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Worked on Change Control Management using service now change Requests.
* Conﬁgure salesforce and marketing cloud integration user along with conﬁguration in salesforce.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Enhanced, conﬁgured workﬂow rules, time triggered workﬂows, email templates resulting into actual web to lead communication with customers and partner portals.
* Addressing technical issues and discussing with onsite architects/functional consultants to resolve them.
* Experience in Standard and Custom Controllers in Visual Force for development of custom visual force pages and components.
* Responsible for developing complex Custom Approvals processes, custom Workﬂows, Validation Rules and Assignment Rules.
* Extensive experience Creating Roles, Proﬁles, Email Services and Page Layouts.
* Experience using Change Sets and Data Loader to migrate data from Sandboxes to Production and the other way round.
* Preparing unit test case documents and performing unit and integration testing to ensure application meets the functional and technical requirements.
* Preparing the Weekly status reports.
* Maintaining the Production support to ensure complete SLA adherence for the deliverables assigned.
* Addressing technical issues and discussing with onsite architects/functional consultants to resolve them.
* Technologies used included Saleforce.com platform, Apex classes, Visualforce pages, HTML JavaScript and CSS.

**Environment**: Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Git, GitHub,999 Email Services, Workﬂow & Approvals, Reports, Security Controls, Force.com IDE, Windows.

**Role: Salesforce Developer**

**Aug’15**

**Client: Precifab Technologies - Bangalore, India.**

**Date: Sep’13 –**

# Responsibilities:

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client’s need.
* Created page layouts, search layouts to organize ﬁelds, custom links, related lists, and other components on a 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.

* Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote, Forecasting, and Call Center.
* Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and support modules.
* Expert in managing objects, users, privileges, and roles.
* Proﬁcient in Installation, Conﬁguration, Upgrades, Migrations, Administration and Patching of Oracle Databases and Oracle Grid control.
* Hands on experience using the Oracle Enterprise Manager (OEM) for database monitoring and maintenance.
* Performed all aspects of database administration on SQL Server. These include data modeling, backups and recovery.
* Experienced in using Oracle server utilities like Data pump, Export, Import, and SQL\*Loader
* Result oriented, self-motivated, Team player, with ability to work independently accepting new challenges

**Environment:** Salesforce.com Platform, Data Loader, Linux, Oracle 10g/11g, Rac, OEM, Grid Control, Sand Box data loader, Workﬂow and Approvals, Windows XP.

**Role: So†ware Developer**

**Client: Teaq Technologies - Bangalore, India.**

**Date: Jan’12 – Sep’13**

# Responsibilities:

* Agile methodology is used to develop the application, involved in daily scrum meetings to discuss the status and progress of individual sprints and was mainly interacting with the business users for data migration and testing the application.
* Implemented ORM with Hibernate to make the Persistence class objects interact with numerous SQL server tables spanned across various schemas.
* Entire application was developed on Eclipse. Developed Hibernate DAO classes and with the Spring framework manager classes retrieve and save the data Front end validations are performed

using JavaScript and server-side validations are performed using Struts.

* Extensively written Core Javawith in application. Responsible for requirement gathering and elaborated on the use cases based on business requirement and a part of team for creation of Classes, Class Diagrams, sequence and activity diagrams and architecture diagrams using MicrosoG Visio.
* Developed cross-browser/platform HTML5, CSS3 and JavaScript to match design specs for complex page

layouts while adhering to code standards.

* Involved in development, performance testing and defects ﬁxing, also followed an Issue Tracker to log the issues and ﬁxes applied daily basis to streamline the application development.

**Environment:** Agile Methodology, Sprints, Spring 2.0, Hibernate, SQL Queries, Eclipse, JavaScript,