

**Kartheek**

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Professional Summary

* About 7+ years of IT experience in software development and 5+ years of experience in Salesforce CRM that includes Administration, Configuration, Implementation, Development and Support activities.
* Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support, Business processes and recommended solutions to improve their processes using salesforce.com in the Service cloud.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, S-Controls, Force.com IDE, SOQL, SOSL.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Experience in Data Migration using Import wizard and Apex Data Loader.
* Experience with Salesforce Sales Cloud and Salesforce Service Cloud, Community Cloud and Marketing Cloud.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Experienced in web technologies like HTML, XML, CSS, and JavaScript.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Strong experience with source control tools Git, Bit bucket
* Implementation and support activities using Salesforce customizations, Workflow rules, Validations rules and Apex Programming.
* Proficient in creating Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Hands on experience in design, develop and implementing applications like Sales, Marketing, Partner Portal, and Service and Support modules.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports and Dashboards.
* Proficient in CRM business processes like Campaign Management, Lead Management, Order Management, Account Management, and Case Management.
* Designed custom formula fields, field dependencies, validation rules, workflows and approval processes for automated alerts, field updates and email generation according to application requirements.
* Experience in developing Apex Classes, Apex Triggers, creating Workflows, validation rules, CSS, HTML, DHTML, and JavaScript.
* Good experience with SOQL, SOSL, Relationships and Lookups.
* Expertise in building Visual Force Pages, Visual Force Custom Controllers, Components, Advanced Search Functionality, Custom Objects, Reports, Dashboards, Tabs, Tags and Components.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Extensive knowledge in creating profiles and configured the permission based on the organizational hierarchy.
* Created page layouts, search layouts, custom links, related lists and other components on a record detail and edit pages.
* Experience using Web Services using WSDL, SOAP, and XML.

Technical Skill Set::

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| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Lightning pages (Pages, Component & Controllers),Apex Language, Apex Classes/Controllers, Apex Triggers, Apex Data Loader, SOQL, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services & Testing, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com |
| **Web** | HTML, XML, CSS, JSP, WSDL, SOAP |
| **Operating Systems** | Windows NT/2000/ XP/7/8 |
| **Programming** | Apex, Java, JavaScript, HTML, Bootstrap, JQuery, XML, BMI, SSIS, ETL, XHTML/DHTML PL/SQL, SQL, COBOL, PL/1, JCL SQL, XML, HTML, ANT SCRIPT, APEX,  |
| **Databases** | Oracle 11g/10g/9i/8i, DB2, VSAM, IMS DB, MS SQL Server, MS Access |
| **Methodologies** | Agile, Solution Manager and Rapid Application Development (RAD) |
| **Other Tools** | Data Loader, Eclipse IDE, SOQL Explorer, TIBCO, MS Office Suite (Word, Outlook, PowerPoint, Visio, Excel, Access, MS Project). |

Professional Experience:

**Nationwide – Columbus OH
Role: Salesforce Advance Developer**

**August 2018 – Till Date**

**Responsibilities:**

* Proficient in all phases of SDLC like requirements gathering, analysis, design, development, testing and deployment.
* Administration, Configuration, Implementation and support experience on Salesforce.com platform.
* Experience with Salesforce Customization, Security Access, Creating Profiles, Roles, Users, Page Layouts, Email Services.
* Collaborated with other teams to design and implement Salesforce Integration Salesforce with other internal applications using SOAP and REST web services to communicate with other internal systems.
* Strong Knowledge in Salesforce Administration and Customization, Data Validation, Sales, Marketing, Customer Service and Support Development Team.
* Extensive experience in Salesforce Administration (SFA), Profiles, Creating Roles, Page Layouts, OWD, Sharing rules, Work Flows, Approval Workflow, Reports/Graphs and Dashboards.
* Designed Junction Objects for Relationships (Lookup and Master-detail) and implemented various advanced fields like Pick Lists, Custom Formula Fields, Field Dependencies, according to application requirements.
* Worked on Service Cloud and created Customer support apps, Created Journey builder, email automation and run email campaigns
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
* Proficient in Data Migration and integration using tools like Data Loader.
* Created new custom objects, assigned fields, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps.
* Developed Apex classes, Controller classes and Apex Triggers on Force.com platform to customize application according to the functional needs
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and business logic
* Implementation & Integration experience on SalesForce.com using Apex Language (Classes, Controllers & Triggers), Visual Force Pages, Custom Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards.
* Experience in developing Apex Classes, Triggers, writing Workflows, CSS, HTML and JavaScript. Familiar with AJAX
* 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.
* Expertise in analyzing and documenting the workflows and functionality of existing systems, preparing presentation materials to all levels of management
* Good development experience with Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visual Force (Page, Component & Controllers).
* Have working experience in Design and Development of UI's Using Visualforce, and HTML.
* Strong skills in testing techniques including unit testing, system testing, Parallel testing user acceptance testing and regression testing.

**Environment**:

Saleforce.com platform, APEX Language, jQuery, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in.

**First American Bank, Elk Grove Village, IL**

**Role: Salesforce Developer**

**Dec 2016 – Aug 2018**

**Responsibilities:**

* Developed Apex Classes, Controllers and Apex Triggers for various functional needs on Force.com
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Implemented standard procedures to prepare and deploy campaigns through Salesforce Marketing Cloud (SFMC).
* Developed Apex Classes as REST Web Services for external applications accessing Salesforce.com data from external systems to display in the pages of Salesforce.
* Worked with Workbench rest Explorer to test the data integration with the external systems.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action they perform after they log into the portal.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed database schemas and configuring data structures.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Experience in integrating with external systems using SOAP API, Rest API.
* Worked on developing the various implementation, validation and back out scripts on SQL server. Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

**Environment:**

**Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, S-Controls, HTML, Java Script,** Apex Triggers**,** Lightning Components, Lightning Framework **Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.**

**Sun Loan, San Antonio, TX**

**Role: Salesforce Developer/ Admin**

**Nov 2015 – Nov 2016**

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Triggers and validation rules for various functional needs in the application.
* Created workflow rules and defined related tasks, email alerts, field updates to implement business logic.
* Written Test Classes for unit testing.
* Created custom cloning for the record by copying certain field sections of the record and creating as a new record after modifications.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Worked on prioritizing the records based on the business requirements.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement in the service cloud.
* Created permission sets to give access to certain users depending on the business criteria.
* Created custom objects and Lookup relationships associated to Cases.
* In Administrative function, created profiles and implemented Object level, field-level and record-level security.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in pre-deployment activities and was part of regressing and UAT.
* Responsible for migration of code from sandbox to production environment.
* Worked with QA to prepare test cases for and testing the functionality of the software.

**Environment:**

Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Email Services, Custom Tabs, Data Loader, HTML, Workflow & Approvals, Reports, Security Controls, Sandbox data loading, Force.com IDE, Java Script, Custom Objects.

**PNC Financial Services Group, Pittsburg PA**

**Role: UI Developer**

**Feb 2013 – Oct 2015**

**Responsibilities:**

* Implemented User interface guidelines and standards throughout the development and maintenance of the website using JavaScript, jQuery, CSS3, and HTML5.
* Ability to rapidly prototype interface designs in hand-coded validating, standards-compliant, and semantically rich code and be aware of cross-browser compatibility and bugs.
* Thorough understanding of the differences and bugs in various browsers and browser versions.
* Understanding of Application development lifecycle methodologies.
* Enhanced and built reusable components across different modules using Custom directives and CSS classes.
* Created Responsive Designs (Mobile/Tablet/Desktop) using HTML5 & CSS3, Bootstrap.
* Created and optimized graphic prototype websites and applications interfaces using HTML5 and CSS3.
* Created cross-browser compatible and standards-compliant CSS-based page layouts. Integrated with back end code for highly interactive AJAX based applications.
* Developed AngularJS functionality in the application to provide two-way binding to the system.
* Used customized services and directives in AngularJS to develop dynamic and responsive Webpages.
* Involved in write application level code to interact with APIs, Web Services using AJAX, JSON and XML.
* Implemented and designed user interface for web-based customer application.
* Developed data formatted web applications and deploy the script using client-side scripting using JavaScript.
* Worked on Cross-Browser compatibility and fixed the bugs for several browsers.
* Worked extensively on Spring MVC framework to develop new internal web application.
* Improved outgoing quality through yield improvements and characterization. Also, reduced costs through test time improvements.
* Provided technical assistance for development and maintenance of web pages.

**Environment:**

 HTML5, CSS3, JavaScript, JQUERY, AngularJS, AJAX, JSON, XML, ECLIPSE, IntelliJ, SVN, Apache, MySQL.