

## KARTHIKA.N



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Certified Salesforce Developer with around 6 years of Professional IT experience including 4 years of strong Salesforce Administration and Development skills and worked on SFDC implementations covering Sales Cloud, Service Cloud applications.

### **PROFESSIONAL SUMMARY:**

- Completed Salesforce Admin and Platform Developer 1 Certification.
- Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex Language and leveraging Force.com Platform.
- Worked in Sales Cloud and Service Cloud of Salesforce.com.
- Strong knowledge and familiarity with designing custom objects, Apex classes and triggers.
- Worked in creation of Lightning Web Components to design the required entities.
- Proficient knowledge of Governor Limits. Experience in optimization of existing code in accordance to the Governor limits.
- Experience in implementation of REST API Integration and callouts.
- Experience in creating various Reports, Dashboards and analysing the data in Salesforce.
- Involved in Salesforce Deployment and Production Releases.
- Experience in using Flows, workflow rules, Approval process and Sharing Rules.
- Strong Knowledge and experience working in teams implementing Agile Methodologies.

### **PROFESSIONAL EXPERIENCE:**

- Worked as Consultant in Capgemini Technology Services, Chennai from December 2021 to April 2023.
- Worked as Systems Engineer in Tata Consultancy Services, Bangalore from June 2017 to November 2021.

## **PROJECT WORK**

### **CAPGEMINI:**

Customer/Application	Zebra
Role	Developer
Technical Skills	Salesforce.com Administration, Customization & Development.

#### **Project 1:**

##### **Roles and Responsibilities:**

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- Involved in analysis, Design, Development, unit testing of Salesforce.
- Created Data Model and validation rules as per the business requirements.
- Created Apex classes, triggers, batch classes to achieve complex business logic.
- Worked on different Salesforce process like Lightning Flows and Workflow Rules.
- Created Lightning Web Components for different functionalities.
- Worked on REST API Integration callouts.
- Worked on schedule apex class to run apex jobs daily to update fields.
- Worked and coordinated with Business Stakeholders and Testers.
- Worked on different Environments and Deployment teams at the time of Production deployment.

#### **Project 2:**

##### **Roles and Responsibilities:**

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- Involved in analysis, Design, Development, unit testing of Salesforce.
- Worked on Service Cloud for Case management Process including Case Creation, Escalation Rules, Auto Response Rules.
- Worked on Approval process to submit cases.
- Worked on different profiles and roles and assigned cases to respective profiles.
- Worked on Knowledge object for article creation, approval and setting up of data categories and access for different profile.
- Worked on Visualforce email templates.
- Created apex classes, triggers to achieve complex business logic.
- Worked on creation of Lightning web components according to business requirements.

## **TCS - PROJECT:**

### **Roles and Responsibilities:**

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- Worked on profiles, permission sets and sharing rules.
- Designed and developed custom objects, Page layouts, Custom tabs and Record Types to suit the needs of the application
- Worked on various Salesforce.com standard objects like Leads, Accounts, Contacts, Opportunities, Reports and Dashboards.
- Worked on picklists, lookups, master-detail relationships, Assignment Rules and Auto-Response rules.
- Worked on creating various SOSL, SOQL and DML queries as per the business needs.

### **CERTIFICATIONS/TRAININGS:**

- Salesforce.com System Administrator Certification.
- Salesforce.com Platform developer-I Certification.
- Completed around 100 badges in Salesforce Trailhead.
- Completed Apex Specialist Super badge in Salesforce Trailhead.

### **EDUCATIONAL QUALIFICATIONS:**

- B. Tech -Electronics and Communication with CGPA of 7.2 from SASTRA University, Thanjavur (2013-2017).
- HSC with 96.16 percentage from Vairams Matriculation Higher Secondary School, Pudukkottai in 2013.
- SSLC with 94 percentage from Vairams Matriculation Higher Secondary School, Pudukkottai in 2011.

### **AWARDS:**

On The Spot Award-Awards for Excellence in TCS

### **DECLARATION:**

I do hereby declare that the above statements are correct and true to the best of my knowledge.

KARTHIKA.N

**Place:** Chennai

**Date:** 02.11.2023