**KARTHIK CHANDRASHEKAR**

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**Summary:**

An energetic software professional with over 9 years of experience in technology industry focused on developing and translating technical requirements into solutions. Strong technical background with proven leadership ability to analyze complex situations, delivering necessary results.

**Skills:**

* **Salesforce**: Salesforce.com APEX/SOSL/SOQL/Admin/Configuration/Reporting/Dashboards/Troubleshooting. Sales Cloud & Service Cloud. Workbench, Dell Boomi, LinkedIn Sales Navigator, Data pipelines, Dataloader.io, Salesforce Communities, Apttus CLM, REST and SOAP implementation, OKTA integration, Marketo, Docusign, Spring CM.
* **Mulesoft:** Anypoint Studio, Design Center, Exchange, RAML design, REST/SOAP API design, JSON/XML formatting, Access Management, Runtime Management, VPC setup, VPN setup, System/Process/Experience API Design, CloudHub, Mule 4, Dataweave 2.0.
* **Languages**: Java, APEX.
* **Amazon Web Services**: IaaS, PaaS & SaaS services such as EC2, EBS, Route53, SES, ELB, Cloud Watch, IAM, RDS, NoSQL (Dynamo DB) and S3 object store, Shell Scripting.
* **Tools**: JIRA, Confluence, Zendesk, HP Service Manager, Workbench, SQL Management Studio, Siebel, Travis, GitHub, Apache PredictionIO.
* **Process**: ITIL Service, Incident, Change and Problem Management, SDLC methods, Agile and Technology Support Methodologies, Scrum methodology.

**Certifications:**

* **Certified Scrum Product Owner – Instructor (Jeff Sutherland - Inventor and Co-Creator of Scrum).**
* **Salesforce Certified Administrator.**
* **Trained Mulesoft Developer.**
* **ITIL Foundation Certification.**

**Education:**

**Northeastern University, Boston, MA USA** 2016 - 2018

**Master of Science in Information Systems**

Cloud Computing, Organizational Change & IT, Application Engineering and Development, API Development.

**Gordon Engineering Leadership Fellowship**

Scientific Foundations of Engineering, Engineering Leadership, Product Development.

**Visvesvaraya Technological University, Bangalore, India** 2006 - 2010

**Bachelor of Engineering in Telecommunication**

**Professional Experience:**

**Monotype Imaging Inc., Woburn, MA** 2017-2020

**Senior EIS Engineer**

* Led, Owned, Design, Architecture and Administration of Mulesoft ESB inclusive of user provisioning, Role Setup, VPC/VPN setup. End to end implementation of Mulesoft API for multiple Cloud Systems, AWS, ERP(SAP), Salesforce, Oracle DB etc.
* Led Solution, Design, Architecture, Project Manager, Development, Testing of an End to End implementation of System API from Salesforce to SAP with keen understanding of RFCs, IDocs and SOAP API (Scheduled and Real-time). This translated to cost-saving of around $250,000 for this re-platforming effort.
* Spearheaded multiple Salesforce to Salesforce migrations, from planning, analysis to deployment.
* Experience in migration from Apttus-Docusign Contract management to SpringCM-Docusign contract management.
* Experienced in increasing efficiency and automation of Quote to Cash Systems including Quotes, Contracts, Opportunities etc.
* Expertise and thorough understanding of Customer360 using salesforce communities.
* Expertise implementing Salesforce Communities including SSO to a custom flagship product with Salesforce as IDP.
* Mentored and led custom implementation of Custom IDP solution with Salesforce.
* Led strategic deduping of Salesforce Accounts and Contacts with multiple integrated systems.
* Implementation of APEX Classes, Triggers, Fields, Processes, Workflows and Flows.
* Expertise in integration and migration of multiple salesforce orgs.
* Implemented Change Management Process – a custom combination of ITSM and SCRUM.

**Tata Consultancy Services, Bangalore, India** 2015 - 2016

**Technical Team Lead**

* Addressed multiple Lead to Opportunity issues and improved efficiency of Quote to Cash Processes.
* Led the team through successful solutions and continuous ITIL process improvements and implementation which resulted in a 40% reduction in Man Hours.
* Led the Salesforce.com Technology Support team as an expert on Administration, Integration, Code Analysis, Documentation and Logging/Debugging.
* Addressed multiple issues using ITIL tools to reduce workload, problems, and incidents by 50%.
* Led a team of 6 software engineers through the entire development, configuration and support process.
* Built several approval processes, workflows, validation rules, Visualforce pages and supported salesforce customer portal.

**Thomson Reuters India Private Limited, Bangalore, India**                           2011 - 2015

**Software Engineer**

* Planned and formulated solution and workaround documents for recurring incidents and worked on them as problems for quicker resolution of issues for customers.
* Involved as support function during server and data migration from legacy to new applications.
* Developed and configured reports and dashboards on Salesforce for reporting on various accounts, revenue, cases and contacts which gave business a clear picture of status with each client.
* Developed and Led multiple configuration efforts in salesforce as part of the Quote to Cash process.
* Built several approval processes, workflows, validation rules, Visualforce pages and supported salesforce customer portal for sales cloud and service cloud functions.

**Projects:**

* WHITE SPACE ANALYSIS USING SCALABLE MACHINE LEARNING ON SALESFORCE CLOUD at Monotype Imaging Inc: Implementation of a simple and scalable data analysis tool integrated with Salesforce for product intelligence for customers benefitting customer support, sales, and business and cutting cost by implementing custom open source big data analysis tools and relevant code with use of tools such as Apache PredictionIO and PostgreSQL.
* Consulted with ASM Technologies Ltd on HR system migration and integration to Cloud systems.
* Designed and built fault-tolerant web application hosted on Amazon Web Services. Implemented Continuous Delivery using GitHub, Travis CI, and Amazon Code Deploy.