**Name-Karthik**

**Sonk2245@gmail.com**

**Professional Summary:**

* Experienced SFDC consultant with almost 5+ years of expertise in Development, Configuration, Implementation and Support.
* Expertise in project development, maintenance and enhancements.
* Experienced in working closely with Business Users to enable business processes using SFDC.
* Extensive experienced using Agile/Scrum.
* Hands on experience with solutions implementation, complex customizations and configuration of Sales Cloud, Services Cloud, Marketing Cloud and Communities.
* Strong experience with Visual force, Apex and Lightning experience for desktop and mobile applications.
* Experience in Application Integration using Force.com API, SOAP API and RESTful Web services.
* Good experience in data modeling, working knowledge of ETL tools - Apex Dataloader and Informatics on Cloud and query tuning using SOQL/SOSL.
* Web Application development experience using J2EE, JSON, AJAX, JQuery, JavaScript, Angular JS, HTML, CSS and XML.
* Strong experience with version-controlled environments/interfaces (e.g. GitHub, Sourcetree).
* Experience in enabling Custom objects with chatter feed and leveraging chatter feed through API.
* Experience working with Salesforce.com Sandbox, Integration and Production environments.
* Good Understanding of CRM business processes like Lead Management, Account Management and Case Management.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Excellent analytical, de-bugging skills and documentation skills.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Expertise at administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboard.
* Used data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard,
* Experience on implementing Apex classes, Visual Force Pages, Apex Components and Controllers, Triggers, and working with Force.com IDE.
* Experience with Oauth, SSO Setup and SAML 2.0 to integrate internal and third party applications.
* Experienced with Lightning UI development.
* Have good experience in Trigger, Test Methods, and writing SOQL and SOSL queries.
* Have good understanding and knowledge of the functionality of Web Services for SOAP API.
* Worked on Migration tools Force.com IDE, Eclipse and have knowledge of Change set migration code and configuration from the Dev sandbox to Production.
* Experienced in marketing benefits of integrating Pardot and Salesforce,

**Technical Skills:**

|  |  |
| --- | --- |
| **CRM TOOLS** | Salesforce.com |
| **SALESFORCE TECHNOLOGIES** | Force.com platform, Apex Classes, Test Classes, SOQL, SOSL, Visual Force (Pages, Component & Controllers), S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Work Flows, Dashboards, Reports, Sandbox development and Testing  |
| **SALESFORCE TOOLS**  | Force.com Eclipse IDE Plug-in, Change Sets, Import Wizard, Force.com Data Loader, Workbench, Dataloader.io, Force.com Excel Connector, Connect for Outlook, Exchange Sync, Informatica Cloud Data Wizard, Adobe Esign, S-Docs, Conga, CRM fusion. |
| **Web Design Tools** | Eclipse, Spring STS, IntelliJ, JBoss Developer Studio, SQL Query Analyzer, Adobe Photoshop, Dreamweaver, Tortoise SVN, GITHIB, MS Office, Visio 5.0, Adobe Acrobat Pro. |
| **LANGUAGES** | Apex, Ajax, C, C++, Java, J2EE, JSP, Java Script, JQuery, HTML, XML, SQL, CSS. |
| **DATABASES** | Force.com DB MySql, Oracle 8i/9i/10g/11g, Microsoft SQL Server 2000/2005/ 2008, DB2, NoSQL. |
| **Frameworks** | Spring, Hibernate, ANT, Apache Camel, AutoRabit. |
| **OPERATING SYSTEMS** | Windows 98/2000/XP/2003/vista, Windows Server 2000/2003/2008, Linux, Unix. |
| **WEB TECHNOLOGIES** | Web Services, XML, HTML, CSS, DHTML |

**Professional Experience**:

**Thrivent Financial - Perryville, MO March 2019 – Till date**

**Salesforce Lightning Developer**

**Responsibilities:**

* Worked on Salesforce Administrative tasks like creating Roles, Profiles and Users etc.
* Worked on Creating permission sets and sharing rules to grant extra access to a specific group or user based on the requirement.
* Worked on Creating custom objects and fields using Master-Detail, lookup and hierarchical relations.
* Created workflows and approval process to automate the actions which are performed by the system at the backend to meet the business requirement.
* Created different reports like Tabular report, Summary Report, Matrix report and display these reports in the dashboard for user friendly GUI.
* Identified and prepared the team for Automation Tasks to support the clients to ease their efforts.
* Created lightning components using CSS and Javascript for rich GUI.
* Salesforce Apex Development:
* Worked on different Asynchronous operation like Future Methods, queueable Apex, Batch Apex and Scheduled Apex to implement bulk DML operations.
* Having good knowledge in Salesforce Lightning configuration and customization to have better look and feel of the Salesforce application.
* Having good knowledge in Salesforce Lightning configuration and customization to have better look and feel of the Salesforce application.
* Having good exposure to salesforce lightning components implementation.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked with admin team to create profiles and implemented Object and field level security to hide critical information on the profile users.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatics, SOQL, SOSL, Communities, lightning compatible VF pages, Lightning(Components), Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**ESSILOR -Northvale, NJ Sept 2018 –Feb 2019**

**Salesforce Lightning Developer**

**Responsibilities:**

* Responsible for understanding and building the complex Data Model within Salesforce.com by interacting with various teams for understanding the business and implementing the project end to end.
* Designed and developed workflow rules, validation rules, and customizations within SalesForce.com.
* Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Experience in handling extremely light and efficient Agile process, adapted to be most easily applied.
* Worked on Lightning components, Event registration, handlers and apex classes for performing logic in the actions.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Used Eclipse IDE, Developer console, Lightning app builder for configuring, coding, modifying and testing of applications in Salesforce.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Integration of Sales cloud with external information systems using SOAP API web services.
* Built mobile application using salesforce1 Lightning Components, Controllers, Handlers, Events and Aura components.
* Experienced with Advanced Salesforce development in creating Objects, Triggers, S-controls, Standard Controllers, APEX language, Force.com custom development, triggers, controllers, Force.com, Custom Controllers and Controller Extensions, SOAP and REST APIs, JSON.
* Created custom reports and enhanced Work.com environment as per user needs using Apex and Visual force pages.
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal.
* Responsible for doing deployment using the Force.com IDE tool and Change sets.
* Involved in Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, App Exchange Package & Custom Application, Sandbox data loading. Worked with IDE tools.

**Environment:** Salesforce.com platform, Apex, Web services API, PCI, Visual Force Pages, Controllers, CSS, Workflow & Approvals, Custom Objects, Custom Tabs, Security Controls, Page Layouts, HTML, Java Script, Reports, Dashboards, Windows XP, Sales Cloud.

**CGI -Bloomfield, CT Jan 2018 –Aug 2018**

**Salesforce Developer**

**Responsibilities:**

* Assisted in developing Project Scope, Business Requirements and Functional Requirements with internal team and clients.
* Developed APEX classes, Visualforce Pages, Components and APEX Triggers for various functional needs like Customer Account Management, Offers Management.
* Developed Visualforce email templates and inbound Email message handlers to look up Account information on creating cases originated through email to case.
* Proficient in using complex SOQL/SOSL queries within custom controllers, extensions, and triggers and Batch Apex.
* Customized product to support call center groups including sales, service, back office retention, and collections.
* Good configuration expertise using Accounts, Cases, Contact, Opportunities, Campaigns, Solutions, Email-To-Case settings and custom objects.
* Created Lightning Components using the Lightning builder and used them in Visualforce Pages.
* Expertise in developing and scheduling batch jobs for bulk data processing.
* Demonstrated expertise in deploying code to various Sandbox environments using change sets.
* Created user roles, profiles and security controls and shared settings for call center teams and across the Company. Also implemented field level security and audit trail setup.
* Integrated data from external billing, order and reporting systems using Web services (REST/SOAP) to help visualize data within Salesforce.
* Extensively implemented visual flows for sales agents to show the lead scripts, gathering lead information and converting them.
* Restructured Custom objects, Master detailed relationship between objects.
* Worked on Data Loader, Data Loader CLI to import and export data between Salesforce and reporting MYSQL database.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Created various reports (summary reports, matrix reports, pie charts) and dashboards mainly for Sales to track daily Leads, Service to work on Cases and Marketing teams to track Campaigns.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.

**Environment:** Saleforce.com platform, Visual force, Apex Language, Triggers, SOQL, Change Set, Standard and custom controllers, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service ( REST and SOAP).

**RMSI Pvt Ltd - Bengaluru, Karnataka April 2016-July2017**

**Salesforce Developer**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Developed different Visualforce Pages to suit to the needs of the application using different Visualforce components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and migrating components or applications within the organization.
* Integrated the Web services for extracting the data from external systems to display in the pages of Salesforce.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and s-controls, created rule based automated workflows.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* 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.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Informatica, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Web services, WSDL, SFDC Sandbox, Eclipse IDE Plug-in, Oracle 10g, Windows XP.

**K TREE SOLUTIONS HYD, IND June 2015-March 2016**

**Java Developer**

**Responsibilities:**

* + Developed application based on Spring MVC Architecture.
	+ Developed client-side pages using HTML, CSS, JSP, JavaScript and AngularJS.
	+ Written JavaScript functions to do client-side validation and AJAX functionality is used to get asynchronous data.
	+ Involved in writing application business logic for different modules across the application.
	+ Implemented database connections to Oracle database using Hibernate configuration.
	+ Written hibernate configuration and mapping files to establish connection between java objects and oracle tables.
	+ Deployed WARS and EARS using Apache Tomcat web server.
	+ Configured JDBC connection pools and data sources for the applications.
	+ Assist with maintaining current build systems, developed build scripts and maintained the source control system.
	+ Deployed build and deployment scripts using ANT and MAVEN as build tools in Jenkins to move from one environment to other environments.
	+ Troubleshoots system hardware, software, networks and operating system.
	+ Performing clean builds according to the schedule published for a given releases.
	+ Responsible for design and maintenance of the GIT Repositories, views, and the access control strategies.
	+ Deployed J2EE applications to Application servers in an agile continuous integration environment and also automated the whole process.

**Environment:** Java SE 6,J2EE, spring, Hibernate, Eclipse, IntelliJ, Puppet, Chef, JBoss, Red Hat Linux, GIT, ANT, Maven.