**Sai Karthik Naraparaju**

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**PROFESSIONAL PROFILE**

Around 8 years of total IT experience, including over four years’ experience in Configuration, Salesforce Customization, Security Access, MVC, Workflow Approvals, and Data Validation, LWC, Aura components in Salesforce.com CRM, and Force.com Platform, in Salesforce CRM with Apttus implementation. Having very good hands-on experience about 2+ years in Java applications

**PROFESSIONAL CERTIFICATIONS**

* Salesforce.com Certified Advance **Administrator** (Admin 211)
* Salesforce.com Certified Platform **Developer I**

**Technical SUMMARY**

* SFDC development using lightning, Visual Force Pages, VF Components, Apex Classes, and Custom Controllers, Controller extensions, tests, test cases, **SOQL**, **SOSL**, MVC architecture and Force.com IDE from scratch
* Salesforce.com Applications Build and Design using the best practices
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning.**
* Implemented Salesforce Development Cycle covering extensively in **Sales Cloud, Service Cloud and Call Center**.
* Expertise in building **Lightning components** for Record pages and Quick actions.
* Used Lightning Component Framework, Dashboards and Reports in Lightning Experience
* Salesforce Development Life Cycle implementation covering **Sales Cloud, Service Cloud**, **Commerce Cloud**, Call Center, Chatter and App-exchange applications
* Good Hands-on using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features**
* Configured **Omni-Channel** for **Web-to-case and Email-to-Case** in service cloud.
* Worked with end-to-end Service Cloud implementation like **Case Management, CTI integration**.
* Experienced in Financial **Service Cloud, Sales Cloud, Service cloud, Customer portal using Salesforce CRM**
* Having Experience working in Financial **Service Cloud, Partner community, Sales Cloud, Service Cloud, Customer portal** using **Salesforce CRM.** **WSDL** has been used to expose the web services using **Apache Axis.**
* Familiar working with **salesforce CPQ products like salesforce CPQ (**steel Brick CPQ)**, APPTUS.**
* Assisting in the Marketing and development of the Demandware brand in North America.
* Identify and streamline workflows using the **nocino** platform, built on Salesforce.com, and implement changes and levels of customization as needed through the Salesforce Administrator role.
* Strong Implementation and Integration experience using **Custom objects, Triggers, workflows/ workflow rules, approvals,** **S-Controls,** **Visual Force** Pages, and **Apex classes**. Proficient in using meta-data migration tools like Eclipse IDE and **Salesforce** **Apex Data Loader**.
* Have knowledge on **Apttus Quote to Cash** Process flow and **Order Management flow**.
* Experience working in A**gile methodology (Scrum)** and involved in onsite and offshore coordination.
* CRM Business processes like Forecasting, Campaign, Lead Management (**Web-to-Lead**), Order Management, Account Management, Case Management (**Email-to-Case and Web-to-Case**)
* Salesforce Integration with Oracle, SAP ERP using Apex SOAP web services **WSDL** and **outbound** messaging
* Salesforce.com implementation and customization using Apex (Classes, Controllers, Triggers), Apex Scheduler, **Batch** Apex, Apex Web Service, **Visualforce** Pages, Custom Tabs and Objects, Analytic Snapshots, Dashboards.
* Writing Apex batches, Schedule classes by implementing interfaces to process large data sets
* Customization of Salesforce.com Accounts, Leads, Opportunities, Cases, Campaign, Solutions, Standard Objects and Custom Objects; **Data Validation**, Sales, Marketing, Customer Service and Support Administration
* Implement Security and Sharing rules, Configuring **Permission** sets, Field level security, Object level security, Profiles, Resource monitoring using Custom objects, **Workflow** rules, Approval process for Automated alerts, field updates, SOQL, SOSL, Visual force pages and Apex classes
* Experienced in **JIRA** in bug tracking, issue workflow, Labelling, and in creating projects and story points.
* Eclipse IDE with Force.com plug-in for writing business logic in Apex programming language
* WSDL, **SOAP** API, **REST** API, **Call Outs**, Batch and Schedule Apex programs
* Implement data security/visibility rules using Sharing rules, configuring OWD (Organization wide default), create criteria-based and owner-based sharing rules across objects and sharing data to different roles.
* Salesforce.com **governor** limits understanding with ability to optimize code to respect the limits

**WORK EXPERIENCE**

**Anthem Inc, Norfolk, VA**

**Dec 2019– Till now**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation.
* Effectively used the out of box Salesforce functionality to manage Campaigns, Opportunities, Cases and Events.
* Created Lightning Components for POC to show the new Lightning look and feel along with the functionality.
* During every new platform release from Salesforce.com, discussing the new release features with teammates and BA team to effectively improve the features on current environment.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Creation of JDE ERP Demandware C# Download Software.
* Implemented base classes, setting up framework classes/configuration files for implementing full-fledged J2EE application.
* Worked with Model View Controller (MVC) design pattern and implemented in Salesforce customization using Apex controller classes and Visualforce pages.
* Implemented Salesforce.com web services client using Sales force web services API, Partner community, Java, XML and partner WSDL.
* Architect of US Demandware XML Nodes download formats on-going updates.
* Implemented service cloud functionality like case management, field service management and CTI integration.
* Involved in Data Migration by using Data loader, Workbench and Command Line Data Loader.
* Used Java, WebLogic 5.1,6.1 and 7.1, EJB 2.0,Java Mail, Struts, Servlet, JSP, JMS, XML, HTML, JDBC, SQL, Oracle 8i and JavaScript.
* Maintained custom nCino-Salesforce objects. Maintain setup records specific to nCino. Work with nCino project management team to ready client for Data Configuration stage of implementation.
* Designed and developed web-based software using STRUTS MVC Framework and Spring web flow.
* Also Used Quartz Scheduler, to run the program very often and hit the database and display the results in JSON format. Good working knowledge of nCino.
* Developed the presentation layer written using JSP, HTML, CSS and client-side validations were done using JavaScript, jQuery, and JSON.
* Used CSV Reader to convert the CSV files into JSON format which required to create as Task in SQL Database.
* Developed custom LWC components on Opportunity object for creating Pipeline Reports and Trend Reports
* Developed Apex classes, Controllers and Triggers on Force.com platform to customize application
* Created custom VF pages to leverage the functionality of displaying the information from different objects and update them on the same page.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com. Fading, features available on Sales Cloud and Service Cloud.
* Proven experience with Sales Cloud.
* Performed Bulk Data Migration from Traditional Applications to Salesforce using Import Wizard, Excel Connector, Dataloader.io, Workbench, Backupify, Apex Data Loader utility and ETL tools, Cast Iron, ESB, Autosys.
* Created complex workflow rules criteria for field updates and email alerts.
* Worked on large Salesforce CRM implementations including- Improving Sales Process, Partner Portal Implementation, Orders and Discounts, Integration and legacy systems, etc.
* Created validation rules for performing data validations based on the user’s profile and their record type.
* Worked on Conga Composer – a report building tool to generate customized and personalized reports according to the Company standards in MS Word, MS Excel, MS PPT and PDF formats.
* Worked on reports using custom and standard report types. Also created Dashboards using the existing reports. Knowledge on OAUTH, integration with third party sites.
* Regular updating of Vertex Tax errors by updating Demandware Order Header details in MS SQL (T-SQL).
* Used Avaya open CTI into salesforce for CTI integration Avaya system Integration.
* Created RESTful services like Drop wizard framework for various web-services involving both JSON and XML.
* Previous Cisco PCCE call center CTI integration with Salesforce a significant plus.
* Developed Rest API callouts to perform data sync between salesforce and Apttus.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Leading testing effort, test plans, and test data preparation for System Integration and UAT testing.

**Environment:** Salesforce.com Platform, Apex Language, Data Loader, MVC, Struts, Partner community, Service Cloud, Sales Cloud, Lightning, Aura, HTML, Java, J2EE, Java Script, ETL, Data Loader, Workflow & Approvals, nCino, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Nissan, TX**

**July 2018 –Nov 2019**

**Role: Salesforce Lead**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various salesforce.com objects like Accounts, contacts, Solutions and Custom Objects.
* Implemented Salesforce For outlook functionality and installed outlook integration with different user systems.
* Created custom VF email templates for enabling the localization using Translation Workbench.
* Worked with Validation Rules, Workflows, Approval Process and Reports & Dashboards.
* Worked with Data Loader and App Exchange Applications.
* Designed the UI the services layer and the database object model design based on Java Spring 3.0 MVC architecture.
* Led a team of Front-End Developers to maintain, enhance and implement Salesforce Commerce Cloud SFCC (Demandware) E-Commerce web application.
* Used Struts framework to develop the web Tier.
* Built two communities from initial strategy and design to implementation.
* Worked with different Deployment Plans for each release and Sandbox Refreshing.
* Experience on nCino Commercial Loan Origination System.
* Working on Commerce Cloud and Demandware.
* Worked on B2C Storefront using demand ware.
* Created Omni channel experience with Demandware.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Created different profiles and setup the permissions based on the roles in the organization.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the apps.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Created Salesforce 1 mobile apps using Angular JS, Bootstrap, Apex and Visual force.
* Use App Cloud mobile to instantly deploy apps to users with Salesforce1. Build user friendly and native android with the mobile SDK, design and run massively.
* Implemented Action Form class, Action class and Action Mapping for separating the business logic from the presentation logic using Struts framework.
* Wrote SOQL and SOSL statements within custom controllers, extensions, and triggers.
* Developed various Components and Visual Force Pages.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Created orchestrations for bi-directional integration of Salesforce and SAP using Jenkins tool.

**Environment:** Saleforce.com platform, Struts, Data Loader, Service Cloud, MVC, Sales Cloud, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, ETL, Data Loader, Email Services, Partner community, Security Controls, nCino, Apex language, Visual Force (Pages, Component & Controllers), Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**CapitalOne Irvine, CA**

**Nov 2017 – June 2018**

**Salesforce Developer**

**Responsibilities:**

* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, Partner community, campaign management, Triggers.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.
* Implementing SOQL statements within Force.com IDE to manage interaction with the database.
* Customized the Dashboards and Report to track usage of productivity and performance of business centers and their sales teams.
* Created custom VF email templates for enabling the localization using Translation Workbench.
* Worked with Validation Rules, Workflows, Approval Process and Reports & Dashboards.
* Worked with Data Loader and App Exchange Applications.
* Worked with different Deployment Plans for each release and Sandbox Refreshing
* Monitored and resolved the Service Requests, specifically, visibility issues involving Custom Profiles, Public Groups, and Sharing Rules.
* Used Apex Data loader to read/write CSV files to Salesforce Objects.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationships among objects.
* Developed custom pages using Apex, Visualforce, and controllers for customized UI of application workflow.
* Developed various Visualforce pages to manage sales plan call sheets within Salesforce, capturing prep data and call activity.
* Worked on CTI Integration.

**Environment:** Java, Apex, Workbench, Testing, JavaScript, CSS, ETL, MVC, Oracle, Junit, Eclipse, Salesforce.com Enterprise Edition, Profiles, Role hierarchy, Workflow & Approval processes, Data Loader, Reports, Custom Objects.

**PI Towers, NC**

**Dec 2016 – Oct 2017**

**Salesforce Developer**

**Responsibilities:**

* Technical design with the business team and business requirement.
* Involved in querying Salesforce tables using SOQL and SOSL queries using Force.com Explorer.
* Implemented Sales Cloud and incorporated the enhanced features as required to the business process.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Created Users, Roles, Public Groups, Sharing Rules and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed Workflow Rules, Validation Rules, Activities, Emails, and alerts to track customer related tasks.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatica On-demand.
* Worked with functional analyst and developers to ensure that all solutions are deployed within agreed timeline and supported after delivery
* Develop Visual Force Pages, Visual force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Created related tasks, time-triggered tasks, email alerts and field updates to implement business logic.

**Environment:** Java, Apex, Workbench, Testing, JavaScript, CSS, Oracle, Junit, Eclipse, Salesforce.com Enterprise Edition, Profiles, Role hierarchy, Workflow & Approval processes, Data Loader, Reports, Custom Objects.

**Cognizant Technology Solutions Hyderabad, India**

**July 2014 – Nov 2016**

**Projects: Human health Care (USA)**

**responsibilities:**

* Developed app framework to support tablet and mobile devices as well as handled UI for different screen sizes.
* Implemented sorting based on locations latitude and longitude to search Buses
* Used material design components like Card view, Recycler view, Navigation Drawer, Floating button for smooth navigation and better user experience.
* Used Shared preference and SQLite database to maintain information temporarily like date of travel, pickup point, drop off location.
* Integrated Volley library to pull data such as departure, address, duration, and time. Displayed this data on the Recycler view using different tab fragments.
* Consumed Google fused API’s to calculate the distance between two locations and google maps to display the pickup point and drop point.
* Connect our APIs and application to various IOT technologies and services like NFC, REST APIs, security systems, smart watches, and location services.
* An android application for one of the Phillips Healthy sleep devices, which acts as an interface between user and device for communicating, to control its functionality (i.e. app for IoT device).

**Environment:** Android Studio, Data Loader, Bit Bucket, Source Tree, HTML, Jenkins, Git, Bit Bucket, TFS, Java, Eclipse.

**EDUCATION**

Bachelor’s in Commerce with Computers from – Mahatma Gandhi University