# Kartik Kembhavi

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**Career Objective:** Looking forward to an organization that offers a challenging, stimulating, learning environment to work in and provide scope for individual development, which offers attractive prospects for long term personal development and career growth

## 💻 Professional Summary

- A result-oriented professional with 5.5 years experience in Application Development & enhancement, service delivery, and client relationship management in the pharmaceutical domain.
- Experience in Application Maintenance and Enhancement.Familiar with ITIL processes such Service, Incident, change and Problem managements.
- Experience in customizing business processes using Salesforce Apex class, Batch Apex, Apex Trigger, SOQL, Visualforce page ,and unit test with Apex test class.
- Experience in Force.com configuration- Custom Objects, fields and tabs, Relationships, Layouts, Record Types, Validation Rules, Workflow Rules and Process Builder, Users, Profiles, Roles, Page Layout, Permission set, Custom setting, Reports-Dashboards, Email Services and Approval Processes, change sets.
- Proficiency in using Salesforce Automation tools like Process Builder, Workflows and Approval processes as well as analytical tools like Reports, and Dashboards.
- Experience in importing and exporting data using Apex data loader, Data import wizard, and Workbench.
- Worked extensively on Security and Sharing model including field level security, object level security, sharing rules, role hierarchy, profile, and permission sets.
- Rich Knowledge of Veeva CRM modules like Account, Territory, Call, Survey, Approved email, Consent, Events, MCCP and Co-Browse.
- Experience in working closely with multiple teams. Involved in business improvement process to reduce turnaround time.
- Strong skills in writing and debugging SOQL.
- Experience in IQVIA OCE suite of products
- Deployment experience using change-set and ANT.

## 🎓 Education

Bachelor of Engineering in Electronics and Communication from BVB College of Engineering and Technology, Hubballi, KA

## 🧑‍💻 Professional Experience

- Application Development Senior Analyst at Accenture Solutions Pvt. Ltd.  (Oct 2015 – Jun 2020)
- Software developer at IQVIA Technologies (Formerly IMS health analytics). (Jun 2020 - Present)

## Professional Certification
- Salesforce Certified Platform App Builder (Dev- 402)
- Salesforce Certified Platform Developer I (DEV-450)
- Salesforce Certified Administrator (ADM 201)

## Technical Skills
**Languages:** Apex, SOQL, SQL.
**Front End:** HTML, CSS, visual force
**Tools:** Workbench, Apex Data Loader, Visual Studio

## Project Summary

**Industry:**  Consumer Delivery
**Service Area:** Salesforce Application development
**Industry Segment:** Sales
**Duration:** 12 Months (Application Developer)
**Client Description:** Novartis AG – It is one of the largest pharmaceutical companies by both market capitalization and sales Salesforce empowers the sales team to handle their products, Log calls, Record surveys. It uses Call management and Survey management module of Veeva. User base- 8000.

### Roles and Responsibilities:

- Gathering business requirements and providing technical solutions using configuration features of Salesforce.
- Creation of weekly and monthly KPIs.
- Proving support to the testing team and deployment team.
- Analysed audit trail reports.

**Client Description:** Novartis AG
**Service Area:** Salesforce/Veeva Application Enhancement and support
### Roles and Responsibilities:

- Utilized the change management process to develop and enhance the application.
- Performed User management, Territory management, and Account management.
- Improvement of business processes by working closely with business users.
- Provided and L2 and L3 Support by analysing and fixing defects to all affected Salesforce orgs using Configuration(L2) and Apex/Visualforce(L3).
- Creation of Page layouts, Search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Engage with third parties like Veeva and Salesforce to overcome the high-risk issues that are caused by Veeva and Salesforce Bugs.
- Aid and/or take ownership of escalated or complex issues and follow through to resolution.
- Analyses and creation of Custom Profiles as required for the business needs and implementation of object level, field level, and record-level security.
- Application maintenance activities using incident management and problem management.

**Client Description: Novartis AG**

**Service Area: Oncore (Sales Application)**

The project of this project was to harmonize the functionalities of all Novartis CRM application built on Salesforce.

**Roles and Responsibilities:**

- Worked as deputy application manager. Acted as POC for any application issues and service requests.
- Completion of OpsCal activities.
- Requirement gathering and impact assessments.
- Attended service handover calls. Analysed artefacts created by project team and making sure that it is adhered with compliance.
- Transitioned application service to different vendor.

**Client Description: IQVIA (multiple Clients)**

**Service Area: OCE Sales (Sales Application)**

Implementation IQVIA Suite of products for various clients in European region.

**Roles and Responsibilities:**

- Worked on end to end implementation of IQVIA OCE suite of products.
- Created Workflow Rules, Email alerts, Process builder, Validation Rules, Apex classes, Apex triggers and Custom setting to suit the needs of the application.
- Created Profiles and permission sets.
- Worked on Account, User, Territory, Product, Call, opt, and Sample Management functionalities.
- Worked with Onshore team. Attended, and lead daily status calls.
- Created technical manual for Consent management will reduced significant amount of time to configure opt module.
- Helped teammates to fix high-priority issues. Conducted training session on product and on technical level.

🎤 **Languages Known:**

English, Kannada, and Hindi