**Karthik Vishwanathgupta +91 9986137544**

**Summary karthikvishwanathgupta@gmail.com**

* 10 years of experience in software development, in which close to 6+ years in Salesforce.com CRM including System Analysis, Design, Development, Unit-testing, on all kind of implementations in Salesforce.com Platform.
* Extensive Experience on **Apex Controllers, Triggers, Visual Force**
* Experience on UI Scripting & Designing **(JavaScript, jQuery, HTML, CSS)**
* Extensive Exposure on **Sales cloud**, **Service cloud.**
* Hands on experience with Salesforce Security configurations such as **Profile Management, Role Hierarchy Setup, permission sets and Configuring OWD** According to Business.
* Extensive experience in **Integrations/API** from Traditional Applications to Salesforce using **REST/SOAP API.**
* Having good exposure on **SOQL, SOSL.**
* Hands on Experience in **XML** parsing and **JSON** parsing.
* Experience on **Conga Composer and Conga Management.**
* Experience on **Salesforce CPQ, Docusign, Advanced Approval.**
* Having good exposure on All Configurations **Sales Process, Support Process,Workflows, Approval Process, Reports, Dashboards, Custom Metadata types, Custom Settings etc.**
* **Exposure on Process Builders and Flows.**
* Experience on Deployments with **Change-sets, Eclipse, Workbench, ANT, GIT.**
* Having good exposure on Data Management with **APEX Data Loader, Import wizard, Workbench etc,.**
* Good Exposure on Salesforce OOB Data-management **(Duplication rules, matching rules, Sharing Rules)**
* Experience in writing SQL, PL/SQL Stored Procedures.
* Worked in onshore directly with clients (NJ USA from Jul 2015 to Aug 2018)
* Existing Visa got Expired on Jul 2020. Sill I have 3 years to use with Cap Exemption.

**Technical Skills**

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| --- | --- |
| Salesforce  | Salesforce CRM, Apex, Visual Force, Lightning Component, Lightning Data Services, Lightning Events, Web Services, REST |
| Programming languages | C,C++, Core Java, J2EE |
| Web Technologies | HTML, JavaScript, XML, AJAX, SOAP, WSDL |
| Operating Systems | MS-DOS, Microsoft Windows platforms. |
| Database | Oracle, MS Access, SQL Server 2008 |
| IDE | Eclipse, Force.com IDE, Visual Studio |
| Other Tools | Workbench, Force.com Explorer |

**Education**

**Visvesvaraya Technological University, India**

Master of Computer Applications

Bachelor of Science

**Experience**

**Kaseya, India *May 2019 -Present***

 **Role: Salesforce Developer**

 **Client: N/A**

**Description**: Kaseya is the leading provider of complete IT infrastructure management solutions for Managed Service Providers (MSPs) and internal IT organizations worldwide. Kaseya’s best-in-breed technologies allow organizations to efficiently manage and secure IT to drive sustained business success. Kaseya has achieved sustained, strong double-digit growth over the past several years.

Founded in 2000, Kaseya currently serves customers in over 20 countries across a wide variety of industries and manages over 10 million endpoints worldwide. To learn more about our company and our award-winning solutions, go to www.Kaseya.com and for more information on Kaseya’s culture, please click here: Kaseya Culture.

**Responsibilities**:

* Interacted with various business team members to gather and documented the requirements based on the priority
* Attending System requirement calls in all the phases and identifying requirement defects in early stages.
* Implemented the requirements on Salesforce.com platform according to business need.
* Prioritizing the Defects and User Stories.
* Worked on **Salesforce CPQ, Advanced Approvals, Conga Composer.**
* Served as Technical point of contact for all Application Interface
* Work closely to ensure delivery of Production Support defects.
* Ownership of integration tool like **CPQ, Cirrus Insight, Conga and Docusign**.
* Involved in deployment process using **ChangeSets**.
* Configured & developed the **triggers, workflows, validation** according to business.
* Involved in writing **Batch Apex, Scheduled Class.**
* Maintained data cleanliness and accuracy by adding custom validation rules and Duplication rules.
* **SOAP based and REST based webservices** to interface with the legacy applications.
* Involved in installing and configuring **Managed and Unmanaged Packages.**
* Involved in development of **Process Builders, Flows** other customizations with Salesforce.com.
* Used **Data Loader and workbench** for data management in force.com platform.
* Customization According to Project requirements.
* Worked on **Advance Validation rules**.

**IBM INDIA, India *Nov 2017 -May 2019***

 **Role: Lead Consultant**

 **Client: AT&T**

**Description**: AT&T provides Wireline and Wireless technology products to enterprise customers which holds products , called ATT&T switched Ethernet , Dedicated Ethernet , Highspeed Broadband Services, and Sales Express application. The complete architecture has been migrated to Salesforce currently with new Java. This sales application acts as subscriber and consumer for many upstream and downstream application in various layers, as a boundary of sales application is Logical provisioning team, till that point Sales orders reaches many layers and consumes sensitive customer information.

**Responsibilities**:

* Implemented the requirements on Salesforce.com platform according to business need.
* Prioritizing the Defects and User Stories.
* Served as Technical point of contact for all Application Interface
* Work closely to ensure delivery of Production Support defects.
* **Configured user Roles, Role hierarchies, Profiles and Sharing settings** to ensure that the protected data is available only to the authorized users.
* **Configured dashboards** to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Worked on **Salesforce Apex Classed, Batch Apex, Scheduled Classes.**
* Involved in installing and configuring **Managed and Unmanaged Packages.**
* Involved in development of **Process Builders, Flows** other customizations with Salesforce.com.
* Used **Data Loader** for data management in force.com platform.
* Customization According to Project requirements.
* Worked on **Batch and Schedule Apex**.
* Involved in Detail **design and Mapping**.

**IBM, India *May 2014– Nov 2017***

 **Role: Salesforce Developer**

 **Client: AT&T(USA)**

**Description**: This project is for new software capabilities that is created so that existing systems can support Modify, Add, Cancel and Delete transactions (MACD) across Sales, Service Delivery, Billing, Service Assurance and e-Order processes for existing AVPN and BVOIP MACD’s through Add BVOIP with multiple VLAN’s. This project will provide the ability to maintain this service via MACD orders for AVPN Managed Routers with and w/o Resiliency orders; each site has carrying 12 VLANs at a time. ADOPT must allow more than 1 BVoIP (IPFR/IPTF) site to be ordered for the already provisioned AVPN Port/Circuit.

This sites/port should have the same address but could only be different by Room, and/or Floor. The BVoIP site may have a different address (based on Room and/or Floor) from the AVPN sites and user can add BVoIP up to 12 LCs for each of the AVPN Site/Port and link the BVoIP sites to the Logical Channel, but shall be treated as separate BVoIP Site.

**Responsibilities**:

* Implemented the requirements on Salesforce.com platform ,salesforce console and Force.com IDE Plug-in using Eclipse.
* Worked with custom objects and customization using apex , VF pages and Ext js.
* Done the integration with external systems,
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created and deployed Several Reports using salesforce.com platform.
* Developed and deployed workflows wherever necessary and taken care of Governors Limits.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP,java,j2ee.

**IBM,India Oct 2013 - May 2014**

**Role: Developer**

**Client: AT&T(USA)**

**Description**: AT&T Billing Disputes Contains 4 modules to cover full functionality. Main purpose of this project is solving the billing disputes on line. Call Charge Disputes, Service Charge Disputes, and View Modify Update Disputes and Administration module. I involved in two modules call and service charge disputes. Call Charge Disputes: AT&T customers to raise online disputes against their AT&T bills. It will be known as the Itemized Bill Disputes Application. It allows customers to raise disputes against call charges. The system will be deployed to AT&T’s Beta platform and will be developed in conformance with AT&T’s Net centricity agile standards. Once the user has completed the dialog for a given case, a Rules Engine will determine whether or not an automatic refund can be credited to the customer’s next bill. If so a credit refund will be raised against the customer next bill, via a STAA call to the backend CSS system. In all cases a Dispute will be raised against, via backend system.

**Responsibilities**:

* Involved in coding for JSP, html, and struts action flows and tiles framework.
* Involved in writing the custom tags and validation framework.
* Involved in writing struts test cases using mock objects.
* Involved in writing the springs controller and application xml files

**Environment**: HTML, JSP, Servlets, Springs , xml, Hibernate ,Struts ,Tiles ,Web Logic, Sun one Web Server, AT&T Open Source Framework ,JSTL ,Web Services and Oracle

**IBM, India Jul 2010 – Oct 2013**

**AT&T (USA)**

**Manual and Automation Tester**

**Description**: Universal Service Request Platform, formerly known as AOW-AISE (AISE Order Writer/Accunet Inter-System Expeditor), is a client-server application that enables and support AT&T Ordering and Provisioning Platforms. AT&T supporting staff uses Universal Service Request Platform to place New/Change/Disconnect orders, modify/SUPP existing orders, and retrieve order status information for Frame Relay, ATM, INCS, IP, and Private Line Services. The main aim of the Universal Service Request Platform system is to ensure smooth process of ordering with minimum manual interventions. The other important task is to ensure that all the orders have the prerequisite information before they can be sent to the downstream provisioning systems.

**Responsibilities**:

* Study the Software Requirements Specification
* Prepare the test cases and take part in peer review of the test cases.
* Creation of Test data
* Test Execution.
* Test Report generation.
* Reporting defects in the Rational Clear Quest and Quality Centre
* Tracking the defects to closure.
* Performed Sanity testing, System testing, Re-testing, Regression testing, Backend Testing.
* Involved in UAT & UCT support. Tracking of UAT defects in mercury quality center tool till defect closure.
* Involved in testing Production Tickets
* Upload test case documents using test management tool
* Utilize vast knowledge of functional and Technical experience in Telecom domain in solving system test/UAT issues and effective communication across the different applications

**Environment**: JSP, Servlets, xml, EJB, Web Logic and Oracle 8i.